

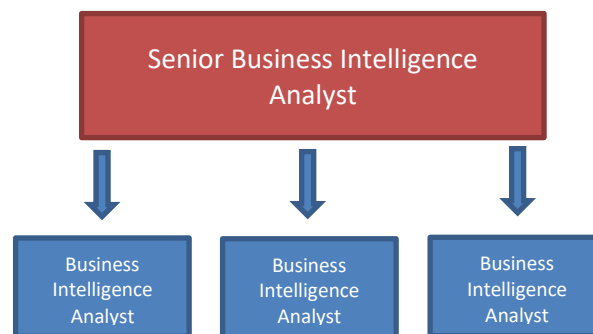


Job Description

Job Title	Senior Business Intelligence Analyst
Band	Band 7
Department/Directorate	Business Intelligence, Performance Directorate
Location	London Ambulance Service HQ, Waterloo
Reporting to	Head of Business Intelligence

Job Purpose

- To provide statistical information about the LAS, including activity and performance data
- To interrogate complex data sets in order to identify trends, exceptions, problems, good practice and areas of concern for all levels of management
- To develop and design information systems to improve information gathering and analysis
- To analyse a variety of statistical information and make recommendations based on findings to improve services
- To communicate findings to all levels of management



Key Result Areas & Performance Indicators

- Extract and manipulate complex and extremely varied data from different databases, for all levels of management
- Provide support for managers and other users in the interpretation and analysis of complex information, particularly where data is controversial or where different components of that data may conflict
- To influence data collection procedures outside the department which affect information provision, including the design of operational forms within the service
- Develop existing and new databases (using SQL Server or MS Access) and complex spreadsheets (using Excel) to improve information gathering and analysis
- Produce statistical information packs for all management levels including the Executive Board and external organisations, collating and analysing complex information from a number of different areas of the service, including highlighting trends and comparing data on demand, performance, vehicle and control room staffing and vehicle utilisation
- Analyse and manipulate data from a variety of internal sources (including activity, manning, staffing and call taking data) whilst supplementing this with information from a variety of external sources (including Census data, weather data etc) to aid in the interpretation of patterns in activity, performance and geographic trends
- Present, interpret and explain complicated statistical information to large groups at meetings, to influence operational decisions

Key Relationships & Stakeholders

- Business Intelligence staff
- Performance Directorate
- Chief Executive
- LAS Directors
- LAS managers at all levels
- Operational staff
- Other support staff
- Outside agencies including Clinical Commissioning Groups, Hospitals, Local Authorities, Metropolitan Police, Department of Health
- Business Intelligence teams in external organisations

Key Responsibilities

System Development

- Develop existing and new databases (using SQL Server or MS Access) and complex spreadsheets (using Excel) to improve information gathering and analysis
- Develop databases and spreadsheets which are user friendly and tailored to meet the needs of the customer
- Develop complex queries using Structured Query Language to interrogate the databases and adapt them on an ongoing basis
- Influence data collection procedures outside the department which affect information provision, including the design of operational forms within the service

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- Participate in the continuous enhancement and development of business intelligence systems
- Continually adapt to new working practices, system changes and technology changes and take responsibility for keeping up to date with these changes. Develop / update systems, databases and spreadsheets in response to these changes
- Set up processes to extract and manipulate complex data from systems created outside the department (e.g. Mobile Data Terminal data files, Emergency Call Taking systems, Patient Transport Service computer systems etc.)
- Assist in the specification and tendering process for new information systems both within and outside the department
- Responsible for the testing of new business intelligence systems
- Train staff in the use of information systems both within and outside the department
- Assist with troubleshooting and solving any problems with the server
- Provide advanced support and advice for other database developers

Information Provision

- Produce statistical information packs for all management levels including the Executive Board and external organisations, collating and analysing complex information from a number of different areas of the service, including highlighting trends and comparing data on demand, performance, vehicle and control room staffing and vehicle utilisation
- Analyse and manipulate data from a variety of internal sources (including activity, manning, staffing and call taking data) whilst supplementing this with information from a variety of external sources (including Census data, weather data etc) to aid in the interpretation of patterns in activity, performance and geographic trends
- Extract and manipulate complex and extremely varied data from different databases, for all levels of management
- Use in depth knowledge and extensive Business Intelligence expertise to identify issues, good practice, trends and exceptions, to solve problems, provide advice, make recommendations and propose solutions based on findings to influence changes in operations and improve performance
- Analyse and present complex information using charts, tables, graphs, maps and other statistical techniques using various software packages including Microsoft Office and SQL Server
- Provide support for managers and other users in the interpretation and analysis of complex information, particularly where data is controversial or where different components of that data may conflict
- Continually review information requirements, adapting information production in response to changes both within the department and within the organisation. Identify the need for new and additional information in line with these changes
- Represent Business Intelligence on various groups, providing detailed advice, specialist information and technical support
- Ensure all deadlines for information provision are met by planning and organising work in response to continually changing priorities

Communications

- Liaise and negotiate with internal and external customers to meet information requirements in an efficient and cost effective way
- Use tact and diplomacy skills to aid in the dissemination of complex information to internal and external customers at all levels
- Use appropriate influencing skills when providing advice and support for internal and external customers in the use and interpretation of data, particularly where such data conflicts or does not support initial assumptions or expectations
- Use statistical techniques appropriate to the audience to present information and communicate findings
- Present, interpret and explain complicated statistical information to large groups at meetings, to influence operational decisions
- Provide advice and support for other Business Intelligence staff especially during the development of new business intelligence systems
- Provide training for internal managers in the use and interpretation of statistics

Stakeholder Relationships

- Business Intelligence staff
- Performance Directorate
- Chief Executive
- LAS Directors
- LAS managers at all levels
- Operational staff
- Other support staff
- Outside agencies including Clinical Commissioning Groups, Hospitals, Local Authorities, Metropolitan Police, Department of Health
- Business Intelligence teams in external organisations

People Management

- Responsible for the management of Business Intelligence Analysts including responsibility for their performance, appraisal and Personal Development Plan
- Prioritise the workload of the Business Intelligence Analysts setting targets and providing guidance and technical advice
- Assist in the recruitment of Business Intelligence staff through short listing, participation in assessment centres and interview panels
- Assist in the recruitment of other LAS staff across the service by assessing candidates on recruitment centres

General

- Assist with troubleshooting, maintenance and safe use of all office equipment, including PCs, printers and scanners, acting as a point of contact for staff experiencing difficulty with such equipment
- Authorise the purchase of stationery/equipment for the department

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- Understand the principles of the Data Protection / Freedom of Information Acts and their application within Business Intelligence and keep up to date with any changes. Apply this knowledge by ensuring that any information provided complies with the provisions of these Acts
- Attend meetings in the absence of the Business Intelligence Manager and the Deputy Business Intelligence Manager

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

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Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Respectful: Caring for our patients and each other with compassion and empathy, championing equality and diversity, acting fairly.

Professional: Acting with honesty and integrity, aspiring to clinical, technical and managerial excellence, leading by example, being accountable and outcomes orientated.

Innovative: Thinking creatively, driving value and sustainable change.

Collaborative: Listening and learning from each other, working with partners, being open and transparent.

Person Specification

Qualifications, Accreditations, Education	Essential	Evidence
Graduate level of education or equivalent experience and expertise of providing business intelligence in a work environment	√	A
GCSE mathematics or equivalent	√	A
Experience	Essential	Evidence
Extensive experience of producing, analysing and interpreting business intelligence in a work environment, including manipulating data sets, analysing data, presenting findings in appropriate formats and making recommendations	√	A/I/T
Extensive experience of working with complex, conflicting and contentious information	√	A/I
Extensive experience of using, creating and developing databases in SQL Server or MS Access in a work environment (including creating complex queries using structured query language to interrogate the data, creating procedures and reports)	√	A/I/T
Extensive experience of developing applications in Excel (using formulae, functions, complex calculations and other statistical techniques, plus the use of Visual Basic for Applications to automate spreadsheets)	√	A/I/T
General knowledge of computer hardware and software and constant updating of that knowledge	√	A
Experience of supervising staff	√	A/I
Knowledge and Skills	Essential	Evidence
Ability to analyse complex and sometimes conflicting data sets, with a logical approach	√	A
Ability to develop, maintain and adapt databases and spreadsheets for personal use as well as the use of others in a changing environment	√	A
Ability to tailor business intelligence systems to meet users requirements	√	A
Ability to solve problems and make informed recommendations based on detailed data analysis	√	A
Excellent numeracy skills, with the ability to use statistical techniques	√	A
Accurate with attention to detail	√	A
Ability to concentrate when carrying out detailed analysis over sustained periods	√	A/I/T
Excellent written and oral communication skills	√	A/I/T
Excellent interpersonal skills, including ability to negotiate and persuade	√	A/I
Ability to use different influencing skills appropriate to the outcomes of findings, especially when findings do not support initial assumptions or expectations	√	A
Diplomatic and tactful	√	A/I
Advanced keyboard skills, including ability to input a large amount of data quickly and accurately	√	T
Ability to manage / organise own workload and plan work according to changing priorities and deadlines	√	A/I

High level of personal motivation with the ability to work independently using own initiative, or as part of a team	√	A/I
Ability to make own decisions on how issues should be resolved and how results are best achieved, implementing those decisions as appropriate	√	A/I
Ability to delegate and supervise the work of others within the department	√	A
Ability to promote and deliver a customer focused service	√	A/I
Personal Abilities	Essential	Evidence
Adhere to the Trust values and behaviours	√	A/I
Commitment to and understanding of Equal Opportunities and Diversity both as an employee and a provider of services to the public	√	A/I
Evidence of reliability – references will be requested	√	A/I
Positive attitude towards learning and development demonstrated by a record of continuing professional development	√	A
No current or pending disciplinary sanctions	√	A

Key: A = application, T = test, I = interview

Created/Updated: **July 2021**