

JOB DESCRIPTION

FINANCE DIRECTORATE INFORMATION MANAGEMENT & TECHNOLOGY SERVICES

JOB TITLE: Information Analyst

BAND: 5

ACCOUNTABLE TO: Head of Information Services

REPORTS TO: Senior Information Manager

OUR VALUES

CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

JOB SUMMARY: To produce, coordinate and analyse complex performance and operational information to support Trust performance against financial and national targets and local standards to aid the interpretation of operational performance and decision making.

KEY FEATURES OF THE ROLE

- Provide good knowledge of information reporting to a range of end users with area of reporting responsible for.
- Manage and investigate internal & external queries with regards to activity reporting and statutory returns in areas responsible for.
- Co-ordinate the provision of regular performance and operational information for the Trust, Commissioners and Department of Health, bringing together activity, waiting times and other information to monitor Trust performance against targets that underpin the Key Performance Indicators.
- Routinely submit datasets and/or upload data to national systems on a daily, weekly, monthly and quarterly basis to support monitoring of Trust performance against targets.
- Undertake regular complex analysis of information to ensure consistent and accurate reporting of operational activity.
- Ensure accurate and timely information is provided to support statutory returns to the commissioners, DoH and other NHS bodies.
- Maintain an advanced working knowledge of the following software applications: Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft Power Point, SQL Server Management Studio and SQL Server Reporting Services.
- Investigate and develop management information reporting using the latest analytical and statistical methodologies and toolkits that are available
- Provide high quality information on an ad hoc basis to tight deadlines.
- Routinely undertake data-quality checks to ensure high level accuracy of data.

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

- Liaise closely with CCG/CSU, PHE and DoH Information staff in relation to the provision of complete, accurate and timely information.
- Routinely provides, receives and interprets complex and sensitive information on a daily basis.
- Pro-actively supports users of information by communicating and advising on data collection and use of information to ensure that users have an effective understanding.
- To maintain confidentiality at all times with regards to patient information.
- Communicates analytical matters to non-analytical professionals.
- Advises on routine data collection and statistical methods to be used to colleagues in the Information Department and staff in clinical and non-clinical services.
- To be sensitive to others expectations and have the ability to sympathise with their point of view, where different to the standards and guidance used by Information Services.
- Develop effective working relationships with colleagues in Information Services and end users in services across the Trust including clinicians, nurse specialists and service leads to ensure information reporting is implemented effectively to meet end user requirements while also adhering to national data definitions and standards.
- To maintain confidentiality at all times with regards to patient information.
- Communicates any issues to the Information Support Manager as and when necessary.

2. Knowledge, Training and Experience

- Highly developed knowledge and extensive understanding of NHS data definitions/standards particularly in relation to national reporting requirements in areas responsible for.
- Good knowledge of data quality in relationship to Information Governance standards.
- Highly developed knowledge and experience in analysis of complex data to produce meaningful management information to aid decision making within own area of specialism (e.g. waiting lists, A&E waiting times, commissioning activity data, performance monitoring).
- Knowledge acquired through:
 - 2 years experience working in a management information environment analysing data and producing reports on a daily basis from a variety of sources/information systems and/or
 - Degree level or equivalent.
- Good knowledge and experience in using business intelligence software packages to an advanced level in order to analyse data.
- Good knowledge and experience in using software packages, in particular Microsoft Access and Excel, to an advanced level in order to develop data collection systems and analyse data.
- Good knowledge and experience of analysing complex data and use of statistical techniques and data presentation options.
- Maintains up to date knowledge of NHS data definitions/standards and attend training as appropriate and uses this knowledge to advise users on data definitions and standards.
- Knowledge and understanding of NHS data definitions and key performance targets and indicators.
- Awareness and knowledge of national developments relating to the reporting of NHS statistics.
- Be able to work to tight deadlines and deal with ad hoc requests for information on a daily basis.
- Knowledge and understanding of the various patient pathways within a variety of services in order to develop meaningful end user systems with the facility for appropriate data collection.
- Ability to advise services and staff (both clinical and non-clinical) on the best use of existing information systems within own area of specialism.

3. Analytical Skills

- Routinely analyses and interprets complex information on a daily basis.
- Responsible for coordinating the timely, accurate and efficient data collection, analysis and reporting of a range of performance indicators/targets and the completion of statutory returns on a daily, weekly, monthly, quarterly and annual basis.
- Required to submit data sets to support operational targets reporting.
- Required to liaise with multiple parties, including external agencies, to gather and communicate management information relating to both standard reports and national uploads.
- Routinely analyses and interprets complex problems relating to data collection/data quality issues, investigating anomalies and raising the issues with the Information Support Manager or Information Services Manager as appropriate.
- Routine requirement to manipulate complex data in an intuitive manner using the most appropriate reporting tools while resolving user queries, deploying new systems, interpreting national guidance, etc.

4. Planning and Organisational Skills

- Plan and organise own time and prioritise own workload around daily, weekly, monthly and quarterly national deadlines and meetings.
- Plan and organise workload in liaison with the Information Support Manager.
- Undertake supervision of Information Support Analysts and assist in planning their workload
- Be able to balance and prioritise conflicting deadlines between routine work and deal with urgent ad hoc requests on a daily basis from both internal and external agencies.
- Takes corrective action as required on a daily basis.

5. Physical Skills

- Adhere to Trust policy in relation to lifting and handling.
- Day to day use of advanced keyboard skills, working to deadlines which demands speed and accuracy.

RESPONSIBILITIES

6. Responsibilities for Patient/Client Care

- Incidental, irregular contact with patients while working with staff, clinicians and information systems in clinical locations, including A&E and AAU.

7. Responsibilities for Policy and Service Development

- Required to maintain knowledge across a wide range of information standards/technologies and skills and utilise that knowledge to develop and implement data collection/reporting processes within own area of expertise.
- Responsible for adhering to guidelines and data standards/definitions in relation to own area of reporting expertise e.g. Waiting Lists, Emergency, Cancer etc., as well as top level Trust activity data.
- Responsible for following trust policy and procedures.

8. Responsibilities for Financial and Physical Resources

- Assists the Information Manager in the formulation of the resource plans in relation to the Information Services Analytical Team.

9. Responsibilities for Staff/HR/Leadership/Training

- Understand and work within remit of the Trust Confidentiality Policy.
- Work within Trust Policies and Procedures.
- Attend appropriate training courses as identified in the appraisal process and complete mandatory training as appropriate.
- Supervision of Information Support Analysts as required.
- Provide support to colleagues who are less experienced within specialist areas.

10. Responsibilities for Information Resources

- Required to set up reports for information users and design solutions both for routine and ad hoc information requests.
- Adapt and develop information reporting within own work area to meet end users requirements.
- Use of IM&T software skills in the design, construction, implementation and maintenance of reports in order to analyse data.

11. Responsibilities for Research and Development

- Undertakes occasional audits with regard to Data Quality and share such findings with the Information Support Manager and Departments.
- Regularly assist the clinical governance department with the production of appropriate and accurate data to support clinical audits.
- Routinely assist in adapting IM&T systems to meet changing needs.

12. Freedom to Act

- Required to plan own workload consulting with the Information Support Manager /Information Services Manager.
- Required to use own judgment to define day to day work priorities.
- Interprets technical / professional / administrative IM&T policies around data definitions within own area of expertise and advises upon how these should be interpreted and acted upon.
- Post holder has delegated responsibility for the achievement of objectives and targets set by the Information Support Manager/Information Manager.
- Will often develop processes and procedures for analysis of data to achieve required goals, without reference to the Information Support Manager/Information Services Manager, subject to compliance with professional standards.

EFFORT AND ENVIRONMENT

13. Physical Effort

- Competent in the use of normal office machinery e.g. photocopier.
- Competent in the use of complex IT systems, Microsoft Office and data recording software e.g. Lorenzo.
- Requires extended periods working with a VDU.
- Occasional requirement for exerting moderate physical effort moving IT equipment (servers, printers, PC's, scanners, etc). This occurs rarely.

14. Mental Effort

- The role requires intense concentration when analysing complex data and resolving problems with the data.
- There are frequent interruptions to handle queries from colleagues and external agencies and to meet changing deadlines and targets.
- The work pattern is unpredictable and requires balancing routine work with periods of effort dealing with urgent ad-hoc requests for information and queries from colleagues and external agencies.
- Work flexibly to meet the needs of the service.

15. Emotional Effort

- Occasional exposure to distressing or emotional circumstances when dealing with sensitive patient data.

16. Working Conditions

- Travel between sites as and when required.
- Travel to venues outside of the Trust as and when required.
- Predominantly exposed to normal office conditions using a VDU most of the day.

HEALTH AND SAFETY

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

INFECTION CONTROL

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

SUSTAINABILITY

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

SAFEGUARDING

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

Person Specification

JOB TITLE: Information Analyst

DEPARTMENT: Finance – Information Services

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED
Education/Qualifications	<ul style="list-style-type: none"> Educated to Degree level standard or demonstrable equivalent experience 	<ul style="list-style-type: none"> Evidence of ongoing personal development Evidence of understanding of medical terminology. 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> Minimum of 2 years experience working in a management information environment analysing complex data using a variety of sources/information systems. Specialist knowledge and experience of NHS data definitions, data, standards and patient flows. 	<ul style="list-style-type: none"> Experience using hospital systems such as Lorenzo, Badger etc. 	
Communication and Interpersonal Skills	<ul style="list-style-type: none"> Excellent communication skills. Effective organisational and time management skills. Ability to apply analytical skills to complex problem solving in a structured manner. Up to date knowledge of Information Governance standards in relationship to information flows. Ability to advise users on data definitions and standards within own area of specialism. Experience of data analysis and interpretation in a clinical environment. Advanced software skills particularly in Microsoft Excel and Access. High level awareness of data quality and its importance in delivering high quality information. Knowledge of complex and varying patient pathways in relation to services across the Trusts. Ability to use own initiative, without the need for approval/supervision. 	<ul style="list-style-type: none"> Knowledge of SQL. Awareness/knowledge of operational targets and Trust performance against these. 	

	<ul style="list-style-type: none"> Awareness of Trust policies, particularly in relation to Data Protection and Confidentiality & Security. 		
Special Attributes and other	<ul style="list-style-type: none"> Excellent analytical skills. Ability to multi-task and work flexibly Ability to work both in a team and independently. Ability to problem solve Ability to cope with large and varied workloads and to prioritise activities according to tight deadlines, while dealing with frequent interruptions 		
Other Requirements	<ul style="list-style-type: none"> Creative and solution orientated. Drive, enthusiasm, commitment and resourcefulness. Diplomatic, persuasive and influential 	<ul style="list-style-type: none"> Full driving license and access to personal transport. 	

