

JOB DESCRIPTION

FINANCE DIRECTORATE INFORMATION MANAGEMENT & TECHNOLOGY SERVICES

JOB TITLE: Information Support Analyst – Corporate Reporting

BAND: 4

ACCOUNTABLE TO: Head of Information

REPORTS TO: Information Manager – Corporate Reporting

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 assist the Information Analysts and Information Manager in the development, production and delivery of high quality information to support the management of operational activity within the Trust and to aid the interpretation of operational performance and decision making.

KEY FEATURES OF THE ROLE

- To assist with the production of regular operational activity information for the Trust and Dept of Health, bringing together activity information from various data sources across the Trust to monitor the operational position and to provide ICS's with activity information.
- Routinely submit datasets and/or upload data to national systems on a daily, weekly and monthly and quarterly basis to support monitoring of Trust operational performance against national and internal targets.
- Undertake complex analysis of information to ensure consistent and accurate reporting of activity.
- Assist with the development of management information reporting using the latest analytical and statistical methodologies and toolkits that are available.
- To provide high quality information on an ad hoc basis to tight deadlines.

KNOWLEDGE AND SKILLS

Communication and Relationship Skills

- Work as an effective team member, working closely with other members of the Information Services Team, the Finance Department, Cancer services and other Trust Services that receive information from the department.
- Liaise with ICS, PHE and Department of Health Information Staff in relation to the provision of complete, accurate and timely information.
- Routinely provides, receives and interprets sensitive information on a daily basis.
- Assist in the support of users of Information by communicating and advising on data collection and the use of information to ensure that users have an effective understanding.
- Develop, foster and maintain effective working relationships both internal and external to the Trust.
- To maintain confidentiality at all times with regards to patient information.
- Contributes to and develops solutions which improve information provision and reporting.

Knowledge, Training and Experience

- Good knowledge and good understanding of NHS data definitions/standards.
- Good knowledge and some experience in analysis of complex data to produce meaningful information to aid decision making.
- Knowledge acquired through a minimum of:
 - 1 years experience working in a management information environment analysing data and producing reports on a daily basis from a variety of sources/information systems.
- Good knowledge and experience in using software packages, in particular Microsoft Access and Excel, to an intermediate/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.
- Maintains up to date knowledge of NHS data definitions/standards and attends training as appropriate.

- Ability to advise users on data definitions and standards relating to information produced by the department.
- Be able to work to tight deadlines and deal with ad hoc requests for information.
- Knowledge and awareness of NHS targets and key issues affecting the NHS.

Analytical Skills

- Routinely analyse and interprets complex information on a daily basis.
- Assist in the production and co-ordination of timely, accurate and efficient data collection and the analysis and reporting of daily, weekly, monthly and quarterly national targets upload data.
- Submission of data sets to support operational targets both internal and external to the Trust.
- Assist with the analysis and interpretation of complex problems relating to data collection/data quality issues and raising the issues with the Information Support Manager or Information Services Manager as appropriate.

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 or Information Services Manager.
- Be able to balance and prioritise conflicting deadlines between routine work and deal with ad-hoc requests on a daily basis on the advice of senior staff.
- Takes corrective action as required on a daily basis.

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

Responsibilities for Patient/Client Care

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

Responsibilities for Policy and Service Development

- Required to maintain knowledge across a range of information standards/technologies and skills and utilise that knowledge to assist data collection/reporting processes.
- Responsible for adhering to guidelines and data standards/definitions in relation to standard reporting of top level activity data.
- Responsible for following trust policy and procedures.

Responsibilities for Staff/HR/Leadership/Training

- Understand and work within the remit of the Trust Confidentiality Policy.
- Work within Trust Policies and Procedures.
- Attend appropriate training courses as identified in appraisal process and complete mandatory training as appropriate.

Responsibilities for Information Resources

- Assist in the setting up of reports for information users both for routine and ad-hoc information requests.
- Contribute and assist the Information Analyst in the design and implementation of systems to capture, analyse and present information for routine reporting.

Responsibilities for Research and Development

- Use IM&T software skills to assist in the construction, implementation and maintenance of reports in order to analyse data.
- Assists in occasional audits with regard to Data Quality and share such findings with the Information Analysts and Information Support Manager.
- Assist the clinical governance department with the production of appropriate and accurate data to support clinical audits.

Freedom to Act

- Required to plan own workload in consultation with the Information Analysts and the Information Support Manager.
- Assist in the interpretation of national guidance on DoH returns and internal information reports.
- Post holder has delegated responsibility for the achievement of objectives and targets set by the Information Analysts and Information Support Manager.
- Will often assist the Information Analyst with the development of 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

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.

Mental Effort

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

Emotional Effort

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

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
- Hybrid working with days shared between office and home

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 Support Analyst – Corporate Reporting

DEPARTMENT: Information Services

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW ASSESSED
Education/Qualifications	<ul style="list-style-type: none"> Educated to A-level standard or demonstrable equivalent experience 	<ul style="list-style-type: none"> Evidence of on going personal development Evidence of understanding of medical terminology. 	<ul style="list-style-type: none"> Application Form
Knowledge, Training & Experience	<ul style="list-style-type: none"> Minimum of one years experience working in a management Information environment analysing data using a variety of sources/information systems. Ability to query/analyse complex patient level data for reporting and audit purposes Ability to apply analytical skills to complex problem solving in a structured manner. Experience of data analysis and interpretation in a clinical environment. Intermediate to advanced software skills particularly in Microsoft Office including Excel High level awareness of data quality and its importance in delivering high quality information. 	<ul style="list-style-type: none"> Knowledge of SQL Awareness/knowledge of NHS targets and reporting guidance. Knowledge of medical terminology 	<ul style="list-style-type: none"> Application Form Interview

	<ul style="list-style-type: none"> Awareness of Trust policies, particularly in relation to Data Protection and Confidentiality & Security. Knowledge of management information systems. 		
Communication and Interpersonal Skills	<ul style="list-style-type: none"> Excellent communication skills Effective organisational and time management skills 		<ul style="list-style-type: none"> Application Form Interview
Special Attributes and other	<ul style="list-style-type: none"> Good analytical skills. Ability to multi-task and work flexibly. Ability to work in a team. Ability to problem solve. Ability to cope with varied workloads and to prioritise activities according to tight deadlines. 	<ul style="list-style-type: none"> Ability to work independently when needed but also be part of a team. 	<ul style="list-style-type: none"> Application Form Interview
Other Requirements	<ul style="list-style-type: none"> Drive, enthusiasm, commitment and resourcefulness. Creative and solution orientated. 	<ul style="list-style-type: none"> Ability to work flexible Full driving licence and access to personal transport. 	<ul style="list-style-type: none"> Application Form Interview

