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|  **NHS NATIONAL SERVICES SCOTLAND** **JOB DESCRIPTION** | N H S NATIONAL SERVICESLOG |
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| **1. JOB DETAILS** |  |
| Job Title | Senior Information Analyst |
| Immediate Senior Officer/ Line Manager | Principal Information Analyst |
| Department | Counter Fraud Services |
| SBU | Finance, Corporate Governance and Legal Services |
| Location | Eurocentral |
| CAJE Reference | NPPCFSS673 |
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| **2. JOB PURPOSE** |
| To play a key role in the NHS Scotland (NHSS) Counter Fraud Services (CFS) statistical function, whose principal activities include: data sourcing, data analysis, data interpretation, reporting, research, innovation, and training.The statistical function provides analytical support to a national programme of patient exemption checking and also supports the analytical and information needs of CFS staff for: fraud intelligence referrals, reactive fraud investigations, and fraud prevention initiatives. |
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| **3. DIMENSIONS** |
| NSS is the common name of the Common Services Agency and as a Non-Departmental Public Body (NDPB) is designed and enabled to provide a range of support services to Health Boards, Health and Social Care Integrated Authorities and across the wider Scottish public sector. **ROLE OF COUNTER FRAUD SERVICES**To protect Scotland’s health from fraud, bribery, corruption, embezzlement, theft and other financial irregularities (hereafter collectively referred to as “fraud”) by delivering the national strategy for countering fraud across all NHSS organisations and the wider Scottish public sector. This will be achieved through prevention, detection and investigation. The remit of the organisation includes: * The development of a counter fraud culture within NHSS and the wider patient population.
* A strategic, co-ordinated and intelligence-led approach to tackle fraud risks to the NHSS.
* The provision of risk assessment and risk measurement of levels of fraud in the NHSS, as well as expert input to NHSS strategic planning and counter fraud measures.
* The investigation of all cases of suspected fraud for criminal prosecution.
* As a specialist reporting agency the ability to submit crime reports direct to the Crown Office and Procurator Fiscal Service (COPFS).
* A co-ordinated national programme of patient exemption checking.

The postholder will be a member of a team that produces a variety of statistical reports. These reports are produced for: CFS colleagues, NHSS Health Boards, the Scottish Government, Audit Scotland, the Department for Work and Pensions, the Cabinet Office and other external customers.**ROLE OF THE STATISTICAL FUNCTION**To provide a comprehensive statistical support service across CFS and its stakeholders through the collection, maintenance, development and analysis of a wide range of relevant data and data sets. To provide information, objective interpretation and statistical advice, and to share skills and knowledge on fraud issues and methodologies. To utilise several national data resources including: primary care (Dental, Ophthalmic, Pharmacy), procurement (PECOS, eFinancials), and bespoke (Patient Exemption Checking System), and to utilise robust statistical techniques to transform data into information that can be used:* to support investigations and prevention projects by substantiating or otherwise, allegations of fraud or any other criminal activity, or identifying subgroups of high risk elements (patients, staff, contractors);
* to maximise the CFS Patient Claims Team (PCT) annual recoveries;
* to measure the financial impact of counter fraud measures and policy changes implemented which contribute to CFS’ target savings;
* for insertion in a wide range of publications and reports to inform stakeholders and customers of CFS activities and performance; and
* to respond to ad hoc information requests from a range of internal and external customers.

The postholder will be required to line manage one Information Analyst, and will deputise for the Principal Information Analyst when required. |

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| **4. ORGANISATION CHART**  |
| National Counter Fraud Manager**Senior Information Analyst**Patient Claims ManagerIntelligence ManagerInformation AnalystCFS Head of ServicePrincipal Information Analyst |

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| **5. ROLE OF THE DEPARTMENT** |
| Counter Fraud Services seek to protect the valuable resources allocated to NHSS and other Non-Departmental Government Bodies. The services include: * Deter, detect, disable and investigate fraud across NHSS and the broader public sector. As a Specialist Reporting Agency, the Service has the ability to bring fraud cases directly to the Crown Office and Procurator Fiscal Service. It is also authorised to conduct surveillance operations under strict regulation - Regulation of Investigatory Powers (Scotland) Act 2000.

**Better Value**. Ensure a continued drive to countering fraud with a goal of increasing prevention, detection and prosecution of fraud against the NHS in Scotland. CFS will achieve this by introducing new skills and detection technologies, such as business analytics and adopting artificial intelligence.The savings made from detecting and stopping crime will support the NHS in Scotland in times of significant financial challenge. |

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| **6. KEY RESULT AREAS** |
| 1. Analyse a wide range of complex datasets with a view to identifying potential indicators of fraud, error, and inefficiency, ensuring that the analytical approach and subsequent findings are always accurate, fit-for-purpose, and presented to a high standard.
2. Take responsibility for establishing detailed requirements with the customer, providing advice and guidance on data and analytical matters; exploring available solutions, and undertaking innovative and complex analyses as and when required.
3. Provide professional statistical advice within their area of expertise, ensuring that complex statistics are competently explained to non-statistical professionals in an understandable way to allow informed decision making.
4. Ensure that all information analysed and processed is subject to appropriate quality and checking procedures, whilst also producing, maintaining, and enhancing relevant documentation to contribute to knowledge management and sharing within the statistical function.
5. Work within a small team to support the information needs of CFS, undertaking line management of the Information Analyst and deputising for the Principal Statistician when required.
6. Lead and manage the Information Analyst, ensuring that they have the skills and competencies required to deliver high quality analytical services. Also responsible for the allocation of the Information Analyst’s work, their development and review including their appraisal and Performance Development Plan, and will deal with any disciplinary or competency issues.
7. Contribute to the management of the work of the statistical function via meetings (including input into the development of the annual statistical function business plan), monitor and prioritise existing workload and reassess where necessary in order to manage customer expectations and conflicting priorities, and negotiate with senior colleagues from across CFS.
8. Contribute to working groups such as the Oracle Discover to Business Objects transition project team, and the Robotic Process Automation project team.
9. Contribute to, influence and review the development of datasets and information systems utilised by the statistical function, and communicate with appropriate stakeholders and NSS Business Intelligence staff to ensure that available data reflects the ongoing information needs of CFS.
10. Work with a range of staff from across NSS, NHSS and partner organisations to design, scope, analyse and interpret information for specific counter fraud initiatives, research projects and audits.
11. Work flexibly and work in short life teams, leading as necessary, the management and delivery of intelligence products under the direction of the CFS Tactical Tasking and Coordination Group.
12. Keep abreast of relevant national information developments within NHSS, and relevant literature, in order to recognise and utilise appropriate statistical approaches and tools to identify indicators of potential fraud in areas of risk. Develop robust indicators that enable the discrimination between fraudulent and non-fraudulent activity, ensuring that this is achieved via a rigorous process of testing.
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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| The postholder will manage their own detailed priorities in consultation with the Principal Information Analyst, although the National Counter Fraud Manager - Detection may assign particular projects on occasion. The postholder will adjust priorities to meet frequently changing customer demands and will review these on a regular basis, self managing any conflicting demands, and referring to the Principal Information Analyst only when necessary. Formal line management reporting for the postholder will be to the Principal Information Analyst. The postholder is expected to keep abreast of the range of work undertaken within the statistical function, ensuring that they are appropriately trained to effectively manage the work demands expected of them and to deal with any conflicting priorities this may bring.Participates in the formal objectives setting and performance appraisal process and takes a pro-active approach in the formulation of a personal development plan.The postholder will:* support team decisions and provide feedback where appropriate;
* make independent decisions using experience, knowledge and judgement where the information available is ambiguous, abstract or unrefined;
* use innovative thinking to identify new analytical approaches, methods, alternatives or solutions; and
* analyse and merge complex data sets, and systematically design analytical solutions, guided by the Principal Statistician where appropriate.
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| **8.** **COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| Internal* Frequent contact with senior CFS staff to establish analytical requirements and to report progress.
* Regular meetings with the Principal Information Analyst and the Information Analyst to report on progress and to discuss personal development.
* Regular participation in meetings with other CFS staff (Primary Care sub-group, Procurement sub-group etc).
* Coaching and skills transfer to CFS intelligence team staff and staff within the CFS PCT.
* Contact with a variety of staff within NSS.

External* Face to face, telephone and written communication with staff, managers and professional advisors from within other NSS Strategic Business Units (e.g. Digital and Security Business Intelligence Team), other NHS bodies (e.g. NHSS Health Boards, NHS England Counter Fraud Authority), the Scottish Government, Audit Scotland, and other partner organisations.
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| **9. MOST CHALLENGING PART OF THE JOB** |
| Taking a proactive role in exploring and meeting customer requirements through the effective use of the most appropriate information available, with a view to developing analytical strategies and data dissemination products to support the evolving needs of NHSS and CFS.Managing the often conflicting demands and deadlines of multiple projects either as an individual or as the manager of the Information Analyst.Working with large data sets from complex and often undocumented data systems; writing lengthy scripts using SPSS syntax, often in the region of several thousand lines of code, and seeking expert advice from system specialists to ensure that appropriate analytical strategies are devised and developed to meet project objectives. |

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| **10. Systems** |
| * The postholder may be required to create ad-hoc collection systems to facilitate data analysis and reporting, e.g. data collected during pilot exercises where future feasibility needs to be assessed.
* Work with NSS Business Intelligence colleagues to ensure that data reporting for national systems through Business Objects, essential for NHSS counter fraud analytics, is fit for purpose.
* Extensive use of multiple IT systems, including the full Microsoft office suite and Visual Basic for Applications, statistical software packages such as SPSS, and data extraction and reporting tools such as Business Objects, Oracle Discoverer and Tableau.
* Identify ways to improve existing reporting systems to maximise the quality and reliability of data.
* Work, store and transmit data in accordance with data protection, freedom of information and confidentiality principles, ensuring that all staff meet these requirements when they are required to do so.
* Front-end information systems utilised include – CFS intelligence and investigation management system CLUE, CFS Patient Exemption Checking System (PECS), NSS Practitioner Services Dental Payments System (MIDAS), and NSS Practitioner Services Optical Payment System (OPTIX).
* Business Objects Universes used - Prescribing Information System, MIDAS, OPTIX, PECS, PECOS and eFinancials.
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| **11. WORKING ENVIRONMENT AND EFFORT** |
| **Physical Effort** |
| Daily requirement for sitting/inputting at keyboard for a significant part of the working day, with appropriate breaks from VDU when required. |
| **Mental Effort** |
| Sometimes required to respond to urgent requests; this will usually require change from one activity to another on request. The ability to make sound judgement, deal with unpredictable interruptions and meet deadlines. Must keep abreast of new techniques and developments within the intelligence and fraud arena.The postholder is required to analyse data from various sources, make decisions and recommendations on the appropriate course of action following this analysis. This involves regular use of a range of analytical techniques and specialist computer software to understand, interpret, compare and present a wide range of highly detailed and complex fraud related information. This analysis and decision making process requires varying degrees of mental effort and concentration.Disseminate complex and highly sensitive information in the most appropriate and effective format in order for CFS to make better informed decisions relating to the achievement of its objectives highlighting significant information and key judgements and making gaps in knowledge and assumptions clear. |
| Emotional Effort |
| Develop, deliver and debate presentations on an occasional basis with other NHS staff. Occasional exposure to distressing or emotional circumstances in relation to discipline and grievance matters. May deal with data of a distressing nature on occasion. |

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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| * Standard office conditions and equipment with the option to work at home occasionally.
* Standard keyboard skills
* Remote and flexible working
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| * Numerate graduate (or equivalent) with additional relevant experience in data analytics.
* Proven analysis and presentation skills, including expert knowledge of software packages such as Word, Excel (including Excel VBA), PowerPoint and Teams.
* Proven IT skills in an analytical capacity, i.e. a good working knowledge of advanced statistical software packages, e.g. SPSS. Structured programming skills are essential.
* Demonstrate an understanding of project management.
* Demonstrate an understanding of the information needs of the Health Service and partner organisations and how to produce suitable information to meet these requirements.
* Demonstrate the ability to coach and develop staff.
* Demonstrate a commitment to personal development.
* Good organisational, listening and communication skills are essential.

In order to reach the appropriate level of skills and knowledge necessary to perform the full duties of the job, the postholder will be required to make the best use of opportunities to train and develop in post to:* Acquire expert knowledge of analytical and statistical techniques and analysis tools within specialist area(s), identifying the wider implications of analysis provided.
* Establish a high level of expertise and knowledge in using data analytics to counter fraud, and have an awareness of how this relates to the wider NHS.
* Expand project management skills and the ability to take a lead role in project management.
* Develop in a line management role, e.g. keeping abreast of relevant policy and guideline changes which impact on their staff.
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| **14. JOB DESCRIPTION AGREEMENT** |
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| Postholder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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