#### **JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | |
| Job Title: **Information Analyst**  Responsible to (insert job title): Assistant Service Manager  Department(s): Management Services Team  Directorate: Women’s & Children’s Services Division  Operating Division: Lothian University Hospital Division  Job Reference: 151151  No of Job Holders: 2 | |
| 2. JOB PURPOSE | |
| Responsible for the management and oversight of quality improvement projects and accurate data management, analysis, compilation and presentation of information and reports to support service management, system wide performance review, and service improvement for the Paediatric Critical Care Unit (PCCU) and National Services Scotland commissioned services managed by Paediatric Services.  Responsible for oversight of monthly monitoring and annual reporting to NSD of the operational performance of the service and ensuring appropriate achievement of performance targets against the service level agreement (SLA). Highlighting issues to the Assistant Service Manager and Service Manager when required.  The post will support the schedule of quality improvement projects within the Paediatric Intensive Care | |
| **3. DIMENSIONS** | |
| The post holder will work alongside the Management Services Team in Children’s Services to align service provision throughout NHS Lothian and Southeast Scotland Health Boards.  Responsible for a range of data and information management analysis services producing a variety of regular and ad-hoc reports using best practice to develop existing datasets. These reports will be used by the Director, Associate Divisional Medical Director, Associate Nurse Director, Clinical Directors, and Service Manager to inform service analysis, NSD, service design/redesign, responding to FOI’s, complaints and regular requests from the NHS Lothian Executive Board.  There is no direct budgetary control. There is line management responsibilities of 3 staff NSD coordinators within Children’s Services. | |
| 4. ORGANISATIONAL POSITION | |  |
| Children’s Service Manager  Assistant Service Manager (acute)  Data Manager (Children’s Services)  Lead Waiting Times Coordinator  Directorate Assistant (Acute)  **Data Manager, NSD/ PCCU (This Post)**  NSD Data Coordinators x 3 | |
| 5. ROLE OF DEPARTMENT | |
| Within the Royal Hospital for Children and Young People, operational and budgetary responsibility for range of specialist services and multidisciplinary team including Paediatric Critical Care Services (PCCU), Paediatric Medical and Surgical Services, Accident and Emergency and the Outpatient Department.  Secondary and Tertiary services are routinely provided for a range of specialties to a Lothian and Southeast of Scotland patient group with specialist referrals from throughout Scotland and beyond.  These general and specialist services are provided across a broad range of areas including in-patient Wards, Outpatient clinics, Day Care services, Community/Out-reach service and out of region clinics. | |
| 6. KEY RESULT AREAS | |
| 1. Analyse a variety of datasets, ensuring the results are accurate, fit-for-purpose and presented to a high standard, including the interpretation of results. Take responsibility for specifying requirements with the services providing advice and guidance on data and analytical matters and exploring alternative solutions and more complex analyses. 2. Support clinical/managerial colleagues by providing professional statistical advice and training ensuring that complex statistics are explained to non-statistical professionals in an understandable way to allow informed decision making. 3. Be aware of and report on local and national Performance Indicators, Targets and Service Agreements, both for publication and to inform service planning. 4. Keep abreast of related national information developments within NHS Scotland and the National Information & Intelligence Framework to ensure that any analysis undertaking locally complies with National requirements and that any discrepancies with data can be escalated appropriately. 5. Responsible for the management of information systems to meet the requirements of the specialties within the Division ensuring provision of data in an understandable and usable format. 6. Responsible for the continued maintenance, design, and development of information systems/databases to enable real-time data capture and management reporting to appropriate internal and external departments in order to support the continuity of the data analysis and the reporting process. 7. Liaise with clinical/managerial users to ensure all relevant data-collection is audited and verified for preparation of reports to management to aid in the decision-making processes and analysis. 8. Produce and disseminate reports and graphs as and when required and on a monthly basis for discussion at relevant group meetings (including ad-hoc requests from relevant users). 9. Support a range of project work streams as part of paediatric services with analysis and presentation of quality data, delivering work in a self-directed manner against agreed timescales e.g. quarterly performance reports and analyse data to inform strategic planning and operational delivery. 10. Undertake and take a lead in quality service projects as defined by service needs and the management and clinical team by contributing to the evaluation and development of datasets and information systems, working closely with clinical and non-clinical colleagues to ensure data collected reflects the information needs of the service. 11. Ensure validation of data by undertaking quality checks and regular audits of system information to divisional and national database needs, while also maintaining confidentiality of data, investigating anomalies, informing users where errors/inaccuracies have occurred and instigating corrective action. 12. Interrogate and provide comprehensive and accurate profile of activity and outcome. Working closely with clinical colleagues to assist understanding and service improvement. 13. Attend meetings as required to ensure effective communication with all service users, clinical managers, and clinical staff. 14. Support the Service Manager and Assistant Service Manager with the completion of NSD Mid Year and Annual Reports. 15. Support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes. 16. Ensure Children’s services follow NHS Lothian Policy on data management and reporting. | |
| 7a. EQUIPMENT AND MACHINERY | |
| **Personal Computer:** Full use of Microsoft Office software, Run weekly data checks. Audit data for monthly reporting on required department information. Communication with staff, vendor, or data requestors via e-mail or using other software applications.  **Photocopier:** Prepare reports, duplicate documentation not electronically received, and prepare user operation instruction manual.  **Printer:** Creating hard copies of reports.  **Telephone:** Internal and external communication.  **Power Point Projection Equipment:** Delivery of data and in house training/presentations.  **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| The following are examples of systems which will be used when undertaking the role.  Formatting and populating databases: obtaining, inputting, searching, recording, updating and producing information:  **Access:** to create database and produce graphs, reports and export data to other application.  **Word:** to write reports and present data.  **Excel:** to create spreadsheets, produce graphs, summarise data.  **PowerPoint:** to create presentations.  **Internet:** to search for and obtain information.  **TRAK:** to obtain details of patients, reasons for admission, GP’s, & health boards.  **Business Objects XI:** Data management system. Direct link with TRAK, used to obtain and manipulate data and for the creation of reports.  **MIDAS:** to obtain board wide data.  **Tableau –** Dashboards.  **R-Programing**- for analysing data  **Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| Work will be self generated and generated through the requirements of the clinical services and the Management Services Team.  Post holder is responsible for making decisions on a day-to-day working basis using own initiative, prioritising and scheduling workloads based on the changing demands from the management team e.g. investigating abnormalities in data sets.  Use various reporting methods to make decisions regarding the assessment and quality of data.  Plans own working day and priorities to ensure deadlines are met.  Review of performance and appraised by Assistant Service Manager. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| Identify improvement requirements based on service needs, and initiate pieces of work and analysis as required, providing proposals to the senior management team for changes to operational management e.g. reviewing the referral patterns by location to inform how and where the service should develop services.  Undertake problem solving and decision making to prioritise competing work demands e.g. requests for information and data analysis from the children’s service management team and national services.  Analysing complicated and varied information to support decision making for the management of the service, including governance, compliance with performance targets, and service improvement.  Identifying how the data/ information can improve and inform operational management and challenging the status quo e.g. ensuring data requests are reported correctly and are an accurate reflection of what the service is delivering. The post holder will also be responsible for monitoring Tableau to make sure information is accurate and up to date.  Leading on requests for information from NHSL senior management teams e.g., trajectories. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Analysing complicated information and designing reporting systems effectively in order to produce timely and accurate reports to support the needs of the teams across children’s services. Presenting this complex data in an understandable and usable format.  Working under pressure coordinating and reporting on work streams, prioritising a busy complex workload while responding to and processing urgent requests which require quick response and turnaround.  Understanding both the underlying data structures and the IT systems used to interrogate them and resolving data issues such as incomplete or missing data and incorrect coding, and making decisions regarding the robustness of the information.  Assist in developing new ways of analysing the existing data using operational knowledge and statistical skills and interpreting the data to inform operational improvement. This involves working with clinical/managerial colleagues to analyse data and understand what it means for the service and what format would best meet their requirements. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post holder will be required to communicate with staff across different disciplines within and out with of NHS Lothian and tailor their approach as appropriate.  Internally there will be regular communication with the Senior Management Team and other Analytical Services colleagues as required. Good communication links will also need to be developed with children’s services, management teams, eHealth, clinicians and nursing staff. Key to these relationships is the ability to help the services identify what information they need and how they can best use and understand the output. INTERNAL: to produce both verbal and written reports/data to inform service provision Associate Medical Director.  ASM/Service management.  Consultants.  Charge Nurses.  Ward Managers and Heads of Department.  Audit Groups – Information requested for analysis of data as required.  These interactions may take place face to face or by telephone or email.  External to the organisation, the post holder will have to develop links with colleagues in other Health Boards and ISD.  **EXTERNAL**  Partner Health Boards.  Management Team of associated directorates/departments.  NSD.  The post holder must acknowledge the sensitive nature of the topics discussed and use skills of confidentiality, tact and diplomacy. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Demands:**  Advanced keyboard skills requiring high degree of speed and accuracy.  Daily requirement for inputting at keyboard for significant part of working day.  **Mental Demands:**  Frequent requirement for concentration when producing accurate data, analysis of data, creating reports and calculating figures.  Complex problem solving and attention to detail for analysis of data.  **Emotional Demands:**  Occasionally working with very tight timescales to prepare ad-hoc reports.  May deal with sensitive and distressing data.  Managing a number of work streams whilst delivering to strict timescales.  **Environmental Demands:**  Prolonged exposure to VDU use. 95% of work is computer based. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| Essential: Educated to Degree level in a business, numerate or statistical analysis subject at SCQL level 9 or significant relevant experience.  Advanced ECDL or equivalent experience.  Advanced knowledge in interrogating multiple information and data systems in order to inform service improvement.  Proficient in the use of Access Database/information systems, Excel, Business Objects (BOXI).  Previous data/analytical experience in data management.  Knowledge of SQL and VBA.  Excellent communication and presentation skills both verbal and written.  Experience of dealing with multidisciplinary groups and the ability to deal with staff at all levels of the organisation in using data to inform and implement change.  Advanced IT skills. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |