

NHS NATIONAL SERVICES SCOTLAND

JOB DESCRIPTION

Generic Work Placement

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| **1. JOB DETAIL** |
| **JOB REFERENCE** |  |
| Job Title  | Information Assistant  |
| DEPARTMENT AND Location | **Glasgow and Edinburgh** |
| Immediate MANAGER’S TITLE | **Senior Information Analyst/Data Manager** |
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| **2. JOB PURPOSE** The post holder will assist in collecting and exploiting data collected by NHSScotland. Support the development and analysis of relevant datasets to appropriately reflect the information needs of NHSScotland initiatives, ensuring compliance with data protection principles. Handle queries from staff, e.g. analytical staff using data, or those staff in NHS Boards providing data.The post holder will undertake a programme of training and development for the acquisition of knowledge and skills required for the role.  |
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| **3. DIMENSIONS**The post holder will be a member of a team:* Providing a range of data management and/or analytical services
* Producing a variety of regular reports, e.g. monitoring quality and completeness of the national data, monthly, quarterly and annually, mainly in web, and occasionally paper, formats for use by a wide range of customers
* Using best practice to enhance existing datasets and develop new data collections to support the changing information needs of customers

PHI manages, supports and maintains online systems and data marts covering a range of health related topics (approx 80 data sets) including, for example, Cancer, Scottish Birth Records, Prescribing, Substance misuse, Waiting times, Hospital activity and Delayed discharges.PHI publish over 200 statistical publications per year |

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| **4. ORGANISATIONAL CHART**  \*Note: The post holder will be expected to work across more than one service area within PHI. |
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| **5. ROLE OF THE DEPARTMENT**Public Health and Intelligence (PHI) is a strategic business unit (SBU) within National Services Scotland (NSS), part of NHS Scotland.  PHI provides health information, health intelligence, statistical services and advice, health protection services that support the NHS in progressing quality improvement in health and care facilitates robust planning and decision making.  PHI works in partnership with a wide range of organisations – NHSScotland, NHS Boards, hospitals, general practitioners, Community Health Partnerships, local authorities, universities, voluntary organisations, and many other care and service providers, including UK and International bodies.**Our Mission:** To transform information into evidence for action to protect and improve health and well-being in Scotland. There are four main service areas within PHI which have been set up to meet these challenges:Research, Consultancy & Knowledge Services; Data Management & Strategic Development; Analytics & Intelligence and Health Protection.  The post holder will mainly work within the Data Management & Strategic Development and Analytics & Intelligence service areas. |
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| **6. KEY RESULT AREAS/ MAIN TASKS**The post holder will be trained and supported to become competent in the following :The provision of data management services, as appropriate to business function, which include: * Updating, maintaining and interrogating patient based data capture and collection systems e.g. Scottish Morbidity Record (SMR) schemes.
* Liaising with data providers and resolution of queries and quality issues with data from sources using skills and knowledge to correct these queries/errors.
* Monitoring the quality, completeness and timeliness of national data.
* Supporting the development and implementation of existing and new data collection systems through provision of specialist knowledge of data standards.
* Processing national data and updating corporate databases timeously.
* Data entry where speed and accuracy are paramount.
* Management of departmental administration systems including maintenance of user profiles.
* Contributing to ensuring the integrity and quality of information collected to allow the production of timely and accurate statistics and reports for a range of customers, resolving any data queries with data suppliers as required.
* Using technical skills and knowledge of the data set and system processes, investigate data and system problems which are often complex and not straightforward and may result from validation issues or system problems.
* Providing support to both internal and external stakeholders to ensure that data set governance procedures are implemented.

The provision of analytical services, as appropriate to business function, which include: * The manipulation of data files using a variety of software packages in preparation for further analysis
* The advanced use of office software and application of interrogation packages to analyse and report aggregate and patient level information for internal management reports and publications
* Analyse a variety of datasets, ensuring the results are accurate, fit-for-purpose and presented to a high standard. Contribute to specifying the requirements with the customer, providing advice and guidance on data and analytical matters.
* Investigating data collection problems and take appropriate action to ensure the integrity of information processing is maintained.

General :* Supporting colleagues within team by developing, maintaining and documenting standard operational procedures relating to data collection and analysis processes, ensuring procedures are accurate and up-to-date and implemented.
* Providing administrative support to members of the team e.g. preparation of presentations, organising meetings, information updates on operational system.
* Any other appropriate duties as required.
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| **7. ASSIGNMENT, GENERATION AND REVIEW OF WORK**The post-holder manages his or her own work under supervision of the Data Management Officer/Information Analyst.Advice and guidance is available as required. Formal line management will be to the Data Manager/Senior Information Analyst.The post holder will:* Meet regularly with work supervisor / line manager to discuss objectives.
* Undertake mandatory and appropriate training for development.
* Plan and prioritise work some of which may be ongoing on a day to day basis in line with agreed objectives.
* Liaise with colleagues on projects undertaken.
* Act as the first point of contact for customer queries, escalating and referring to others when appropriate.
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS**The post holder will provide a high level of customer service. They will contribute to the dissemination of results and promotion of PHI and the work of the Service Area through participation in meetings as appropriate. They will be in contact, by telephone, email or written correspondence with staff at all levels. The post holder is required to communicate, network and sustain good relationships with key people and organisations using tact and diplomacy at all times. The post holder will provide advice to stakeholders within their area of expertise, ensuring that communications are appropriate for customers with varying technical knowledge.**Internal** * Regular meetings with team members
* Regular meetings with line manager to report on progress and discuss personal development
* Liaise with other staff within Data Management and Analytics & Intelligence and across other Service areas in PHI either informally or in meetings as appropriate

**External*** General Public
* NHS Territorial and Special Health Boards – direct liaison with data suppliers.
* Scottish Government Health Department
* Scottish Qualifications Authority
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| **9. MOST CHALLENGING PARTS OF THE JOB*** Ability to manage workloads, and to adjust workload to meet changing priorities and conflicting deadlines.
* Learning new skills and software packages
* Understanding the complex nature of national data in order to identify and rectify data quality/processing issues and to undertake analysis of data, ensuring data accuracy and integrity are maintained at all times.
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| **10. SYSTEMS/ USE OF PHYSICAL RESOURCES**Equipment and machinery * Standard use of IT and office equipment

Systems* Use of IT packages, databases, web page updating
* Regular use of complete MS Office suite of programmes (i.e. Word, Access, Excel, and PowerPoint) and analytical packages (e.g. SPSS, business objects, tableau, SQL databases) to write reports and undertake analysis.
* Regular use of e-mail and internet packages.
* Support the development of new datasets/databases and projects involving data development, liaising with colleagues in other areas as required
* Support the maintenance of information systems e.g. ensuring reference files are up to date
* Investigate data collection problems and take appropriate action to ensure the integrity of the information processing is maintained

Work, store and transmit data in accordance with data protection, freedom of information and confidentiality principles. |
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| **11. PHYSICAL, MENTAL AND EMOTIONAL EFFORT****Physical skills*** The post holder will require a high degree of accuracy and would require advanced keyboard skills.

**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** * Frequent and unpredictable interruptions which entail switching between various activities
* Daily requirement for prolonged levels of concentration – for up to 2 hours when carrying out quality checks, processing data and carrying out analysis of complex data sets
* Frequent requirement for concentration to complete tasks to a high standard ensuring that attention to detail is maintained.
* Requirement to meet deadlines.

**Emotional Effort*** May deal with data of a distressing nature on occasions
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| **12. ENVIRONMENTAL/WORKING CONDITIONS****Working Conditions*** Open plan office environment.
* Requirement to use keyboard and VDU equipment more or less continuously on most days, paying particular attention to speed and accuracy.
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST****Entry Level****Essential**2 x (A-C) Highers or equivalent pass in Computing plus other numerate subject(A-C) National 5 or equivalent pass in EnglishAbility to achieve a Modern Apprenticeship in Digital Applications at SCQF Level 6 following a period of trainingQualifications following training

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| Diploma in Digital Application Support SVQ Level 3 (SCQF L6)Mandatory + Optional Units  | Office Applications PC PassportITQ(WP,SS,PS,DB)at SCQF L6 | Sector Specific UnitsAt SCQF L6 |

**Experience****Essential:** * Knowledge of software packages e.g. Microsoft Office Suite
* Experience of information systems and databases
* Ability to work independently or part of a team

**Desirable:*** An awareness of equality & diversity issues

**Knowledge and Skills** **Essential*** Good interpersonal skills.
* Good level of IT skills
* Numeracy and accuracy
* Advanced keyboard skills
* Good communication skills
* Good analytical and problem solving skills
* Ability to manage multiple or complex tasks
* Ability to prioritise workload and work under pressure to set deadlines
* Proactive, fast learner

**Desirable:*** Organisational skills
* Time management

**Essential Competencies** * Enthusiastic
* Keen on working in an office environment
* Flexible approach to working
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| **14. JOB DESCRIPTION AGREEMENT** |  |
| Job Holder’s Signature: | Date: |
| Head of Department Signature: | Date: |
| HR Representative’s Signature: | Date: |