

 **NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** |
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| Job Holder |  |
| Job Title - Business Information Analyst, Information Management Service,   |  |
| Immediate Senior Officer - Information Manager |  |
| Directorate - National Services Division (NSD) |  |
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| 2. PURPOSEProvide the IMS with expert analysis and advice on a range of IM&T issues and solutions to inform the development and implementation of an effective continuous quality improvement strategy for networks.Through the analysis of business and information requirements, lead the development and implementation of appropriate solution strategies for networks and associated services and projects to meet business requirements as defined within national commissioning systems and processes  |
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| **3. DIMENSIONS** |
| National Services Division (NSD) plans, funds and co-ordinates national specialist and screening services on behalf of NHS Boards and the Scottish Government Health and Social Care Directorates (SGHSCD). The post holder is part of a team delivering a high quality Information Management Service (IMS) to NSD. The post holder is responsible for analysing the business and information needs of networks and associated services and projects and for the design, implementation and evaluation of effective solution strategies.The post holder line manages data analysts who provide support to individual portfolios of national networks and associated services and projects, and are responsible for the delivery of systems implementation, training and ongoing support to users.  |
| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| National Services Division plans, funds and co-ordinates a portfolio of national managed networks, national specialist services and screening programmes on behalf of NHS Boards and the SGHSCD. The IMS identifies and delivers information management requirements to enable the delivery of individual network and associated services and project requirements as defined within national commissioning systems and processes.  |
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| **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.
2. Work with clinicians, other NHS health professionals and partner organisations to design, scope, analyse and interpret information for specific audits/projects
3. Project management; using appropriate project management skills and methodologies and working with the whole range of internal and external stakeholders, contribute to the design and delivery of IMS elements within effective continuous quality improvement (QI) strategies for NNMS, individual networks and projects, ensuring appropriate work products and packages are developed and techniques followed for each stage of the project life cycle.
4. Line manage and direct, in conjunction with the Information Manager, the day to day work of a team of Data Analysts in the delivery of data analysis and reports.
5. Contribute to the development and implementation of policies and procedures relating to the provision of an effective Information Management Service, ensuring that all systems and solutions are fully compliant with relevant regulatory standards.
6. With IMS colleagues, contribute to the design and development of the National Clinical Audit System in line with business requirements.
7. Responsible for identifying the range of databases and information management systems to enable delivery of individual network and project aims and objectives.
8. Deputise for the Information Manager as required.
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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| Primarily the IMS Information Manager, acting on strategic direction from the Senior Programme Manager, determines and assigns packages of work and establishes a broad framework within which the postholder will operate to deliver requirements to agreed standards and timescales. However, within that framework, the post holder will have autonomy in terms of how the work is organised and scheduled and will use his/her own discretion and initiative particularly in dealing with operational enquiries and issues. The post-holder identifies the main areas requiring attention on a day-to-day basis and prioritises work accordingly, using their initiative. The post holder is expected to be proactive in the anticipation, instigation, co-ordination, prioritising and delivery of demanding, competing and often conflicting work demands.The postholder is expected to anticipate, resolve and take the decision to escalate problems arising from day to day work. Advice and guidance is available as required. The line manager (by nature of his/her role) is often out of the office and therefore the post holder is expected to work unsupervised.The post-holder continuously reviews his/her own work to ensure satisfactory standards are maintained. Work is appraised and reviewed by the IMS Information Manager on an on-going basis, with input from the Programme Managers of relevant projects or services. The post holder is accountable to the IMS Information Manager and subject to NSS personal development planning and review policy and processes. |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| The postholder communicates with a wide range of internal and external stakeholders on a daily basis about a wide range of issues that may be highly complex, technical and non-technical, specialist and generic. Communications may be verbal; face-to-face or by telephone and written (most commonly email).External stakeholders include clinical and non-clinical staff within NHS territorial and special boards particularly lead clinicians and other members of multi-disciplinary teams and Academics from Higher Education Institutes. Internal stakeholders include colleagues within NSD such as Senior Programme Managers, Programme Managers, Programme Support Officers and Administrators. Depending on the nature of specific projects, the postholder will engage directly with project boards; members may include representatives from SGHSCD, senior contract staff and IT Service Suppliers/specialists and with patients and other service users as well as representatives from the voluntary sector and health and social care services. The postholder works collaboratively with stakeholders to identify requirements, explore options, agree solutions and determine quality indicators and measures to inform the design and delivery of effective continuous quality improvement strategies.The postholder will present regular and ad hoc data reports and other information on data systems to stakeholder groups including potential customers, project boards and steering groups. These may be in the form of written reports or PowerPoint presentations. Workshop organisation and facilitation with customers to ensure that the solutions delivered meet the business and customer needs. Involvement with technical and other, specialist groups and professional societies, etc. Attendance and presenting at meetings/conferences to inform and keep abreast of technical advances. |
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| **9. MOST CHALLENGING PART OF THE JOB**  |
| * Communicating, enthusing and ‘selling’ the opportunity presented by IM&T solutions to the business. – Ensuring the message is wholly understood and that any necessary decisions are taken from a position of knowledge and understanding and can be delivered. This will include supporting key senior individuals through difficult learning and decision making.
* Ensuring an appropriate balance between conflicting expectations, requirements and local political, and other, agendas to ensure that local needs can be addressed within National strategies and standards.
* Conflicting priorities, evolving demands and changing constraints and demanding user requirements/expectations.
* Keeping abreast of NHS Scotland and IT development trends and standards in order to ensure that the IMS may benefit from appropriate developments, new products and technologies.
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| **10. Systems** |
| * **Relevant national and local IT systems -** Identify and provide reports to meet IMS/Network requirements. Collaborate with other national and local IT system providers to identify and utilise external data sources
* **Tableau, Power BI, Power Query, Microsoft Power Platform**
* **Project Management**
* **Microsoft 365 suite including Excel, Word and PowerPoint**
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| **11. WORKING ENVIRONMENT AND EFFORT** |
| **Physical Effort**Daily requirement for sitting/inputting/working at workstation for substantial periods of time 3-4 hrs with appropriate VDU breaks.Frequent travel throughout Scotland to participate in meetings, present data reports and deliver training.  |
| Mental EffortThe postholder must be able to respond promptly to requests for information and support, either by email, face to face or telephone from a range of stakeholders on a host of project and programme queries and issues. The postholder will frequently be required to provide advice and problem-solve a range of technical and non-technical issues.There is a need for periods of concentration for meeting and workshop transcriptions and for the delivery of training. This is sometimes very difficult due to frequent and unpredictable interruptions such as handling stakeholder calls and general team support requests. The location of some meetings requires travel and time spent away from home.Supporting a range of Networks requires the postholder to be able to switch easily from one to another and to engage effectively with a wide range of individuals.  |
| **Emotional Effort** |
| Exposure to distressing or emotional circumstances is rare. However due to the nature and conflicting demands of the individual Networks and projects within a portfolio, the post holder may face pressure from users to prioritise their requirements above others and this may lead to conflict. Demonstrating systems with remote access to IT connections can be problematic and the postholder will need to demonstrate effectiveness in problem solving. |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Although office based, the postholder is required to travel extensively (several times a week) to meet with stakeholders and will frequently require to access IT systems remotely when giving presentations or delivering training. Will occasionally be required to present to large educational meetings or conferences.  |
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| * Graduate with additional relevant experience in health-related research or in NHS IT environment with evidence of ongoing, relevant continuous professional development.
* Line management experience
* In depth knowledge of a wide range of IT systems and processes.
* Proven record of analysis and presentation skills including requirements gathering and business case production ideally within the health service.
* In-depth working knowledge of standard office software and analytical packages e.g. Microsoft Word, Excel, Outlook, PowerPoint, PowerBI and Tableau.
* Demonstrable knowledge and application of project management methodologies, including Prince 2 and Microsoft Project and experience of supporting projects within a business/IT environment.
* Excellent interpersonal, communication and organisational skills.
* Experience in the design and production of data reports with the ability to extract, analyse and present data for management, improvement and research purposes.
* Demonstrate the ability to coach and develop staff
* Previous experience of working collaboratively in an NHS Scotland setting, ideally with clinicians and other health professions and service users as stakeholders.
* Clean and current UK driving license.
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| **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 |  | Date |  |  |
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| Head of Department |  |  |  |  |
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| Signature |  | Date |  |  |
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| Title |  |  |
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| HR Department will check job description format and content and then send the job description to the AfC Team |
| HR Representative’s Signature |  |  |
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| Date Job Description Agreed: |  |  |
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