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**Ref: JD404**

**Job Title: Information Analyst (Generic)**

**Reporting to: Data & Measurement Advisor**

**Directorate: Nursing and Service Improvement Directorate**

**Band: Band 6**

**Location: As detailed in the Conditions of Service**

1. **Job Purpose**

This information analyst post is located within the Healthcare Staffing Programme (HSP) team. The post holder will provide information and data analysis to support predominantly around the development and use of workload and workforce planning tools, templates and methodologies. The HSP team is responsible for working with NHS Boards and with the Care Sector to help improve workload and workforce planning practices and support compliance with the new safe staffing legislation. The post holder will support the development of new workload and workforce planning tools and templates, building on the learning derived from the recent development of COVID-specific staffing templates, as well as supporting the interpretation of data generated by these tools and templates. This role involves a high degree of responsiveness to specific strategic assignments as part of the remobilisation following the COVID pandemic.

1. **Job Dimensions**

The post holder will support the development and use of workload and workforce planning tools, templates and methodologies.

The post holder should have the ability to work autonomously as required whilst supporting the wider HSP team and NHS boards with remobilisation.

This work is part of a national strategic commission preparing NHS Boards for enactment of the Health and Care Staffing legislation and will help inform and shape the use of  workload and workforce data in supporting quality improvement activities and in the meeting of legislative duties.

The post-holder will provide analytical support to the Healthcare Staffing Programme, contribute to tool and template development within the team, and will respond to bespoke workforce analytical requests.

1. **Key Result Areas, or Main tasks Duties and Responsibilities**

Provide information analysis for the suite of existing Healthcare Staffing tools in the creation of new resources or improvement and maintenance of the existing workload measurement tools.

Contribute to the expansion of capacity and capability relating to measurement and analysis within the Healthcare Staffing Programme, including development of process and outcome measures for individual programmes and projects.

Operationally supporting the planning and delivery of data-led reports generated by Healthcare Staffing Programme having responsibility for ensuring reports are published within the agreed timescale, and are of high quality and assuring the accuracy of the content.

Support the ongoing development of externally-facing data-led activities, including working with senior stakeholders and providing NHS Boards with advice on using data.

Establish and maintain effective communication links and working relationships with staff throughout Scotland involved in the collection, processing and use of workforce data.

Analyse complex and often conflicting information from various sources, and integrate these different strands of information. This includes proactively seeking the opinions of senior subject matter experts, and reviewing, interpreting and summarising complex data.

Support the development and maintenance of data analysis tools for modelling, analysis and interpretation of data appropriate to specific projects within the local delivery plan.

Produce and support the use of data capture templates where appropriate to the needs of individual projects.

Give comprehensive and timely feedback to relevant colleagues internally.

Contribute to the organisational development of appropriate approaches for the presentation of data and data visualisation to a diverse audience through keeping up to date and providing advice on best practice.

Produce analysis for inclusion into reports for publication, aimed at both health service staff and members of the public, and commenting on such.

Ensure compliance with relevant legislation regarding data usage e.g. GDPR, internal Information Governance.

Maintain the integrity and security of the national workload measurement databases that which hold the metrics and workload measures for the suite of Healthcare Staffing tools. This is commercially valuable information but must remain within the bounds of intellectual property and data sharing agreements.

Actively participate and contribute to the development, implementation and review of internal policies and procedures, to ensure robust systems are in place to deliver the corporate business plan.

Maintain confidentiality in relation to documents, reports and the business of the organisation by working in accordance with organisational policies to ensure discretion and adherence to the Data Protection Act, NHS Code of Practice on Protecting Patient Confidentiality, Freedom of Information Act, etc.

1. **Equipment and Machinery**

* PC/laptops
* Portable projector and related equipment
* Use of computer systems for searching databases and the preparation of reports, briefings, and presentations.  Principal software packages include Microsoft Outlook, Word, Powerpoint and Explorer.
* MS Teams, Video and Teleconferencing equipment
* Portable hearing induction loop system
* General office equipment (ie fax, photocopier and projector)
* Mobile phones

1. **Systems**

* National database where all workload tool data analysis and measures are protected by intellectual property rights
* Monitoring and authorising of timesheets and leave systems including sickness absence, annual leave and flexitime
* Microsoft Office package including Word, Excel, Access, Powerpoint, Project and Outlook
* Internet/intranet./NHS.net
* Knowledge & Skills Framework (KSF) TURAS personal development pnning process, objective setting and wellbeing process
* Business Objects XI

1. **Decisions and Judgements**

The post holder reports to the Data & Measurement Advisor within a framework of agreed objectives and performance review. The post holder works autonomously, planning and managing their own workload to ensure that agreed project outcomes are achieved within the specified timescales.

The post holder analyses, investigates and finds solutions to complex statistical/analytical queries and issues.

The post holder is responsible for identifying and managing varying and often conflicting priorities. Where there may be an impact on successful delivery of the project, the post holder will actively identify and implement solutions, using their discretion, initiative and problem solving skills to resolve any issues, escalating matters as required to the Data & Measurement Advisor.

1. **Communications and Working Relationships**

**Internal**

The post holder has regular and direct contact with various Healthcare Improvement Scotland staff (eg to give specialist advice on the development/use of workforce data analytics measurement) including those directly involved with the work on the health and Care Staffing legislation , the Healthcare staffing programme team, HSP programme board and national stakeholder groups.

A variety of information, including complex and sensitive information about the preparation/publication of workforce data, is communicated verbally (in person, by telephone) and in writing (letters, email).

**External**

The post holder has regular, direct contact with National Services Scotland Public Health & Intelligence staff for the purpose of identifying information to ensure it is current, timely, quality assured and robust.

The post holder requires well developed communication and interpersonal skills to ensure the full involvement of a diverse group of individuals in the work of Healthcare Improvement Scotland.

The post holder will also be required to operate with sensitivity and awareness in handling diverse feedback from NHS boards in relation to the reporting of data analysis and organisational profiles.

1. **Physical, Mental and Emotional Demands of the Job**

**Physical**

Frequent requirement to use keyboard for manipulating data and writing reports/presentations (eg 2/3 hours duration with appropriate breaks).

Regular attendance at meetings throughout Scotland as required.

Regular requirement to provide reports, often at short notice, from a wide range of data.

**Mental**

Prioritising competing demands of the Healthcare Staffing Programme.

Sustained and frequent concentration and attention to detail required (2/3 hours at a time) when analysing complex data and writing reports.

Dealing with frequent interruptions and transferring thinking quickly between varied tasks.

**Emotional**

The need to demonstrate an understanding of the often conflicting pressures faced by Healthcare Improvement Scotland staff and NHS Boards, in meeting tight timescales for information and data analysis.

Handing sensitive and potentially patient identifiable information.

1. **Most Challenging/Difficult Parts of the Job**

The requirement to plan and manage a complex workload, according to defined timescales and standards whilst still being able to respond to sudden and unforeseen demands that result in an increased workload or the need to redefine priorities.

Ensuring all data and reports, irrespective of their complexity, are provided accurately and are interpreted and presented in a way, which enables their ease of use and understanding, by their target audience.

Establishing and maintaining an effective and positive relationship with a variety of stakeholders, dealing with differing opinions and priorities in a sensitive, diplomatic and professional manner.

1. **Knowledge, Training and Experience required to do the Job**

**Qualifications/Education**

Highly numerate graduate (or equivalent) with additional relevant additional experience in health related research or information work, preferably in the specialist field of medical/health statistics across hospital and primary care settings

Knowledge of NHSScotland and an understanding of the way in which high quality information can support delivery of NHS services.

**Experience**

* Proven experience of project management in a statistical or research environment
* Proven experience of developing and working with databases and statistical methodology
* Experience of working with a diverse range of individuals across a range of multi professional groups
* Experience of team working

**Skills**

* Strong communication and presentational skills, using a variety of approach to convey key messages
* Ability to work autonomously and manage time effectively
* Highly developed planning and organisational skills with the ability to deal with and prioritise a varied and demanding workload
* Proven skills in the use of advanced IT tools in an analytical capacity
* Computer literate with fluency in Microsoft Office applications
* Report writing skills with good attention to detail.