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| 1. **JOB IDENTIFICATION**   **Job Title: Data Analyst**  **Responsible to:** Information Manager  **Department: Business Intelligence**  **Directorate:** eHealth | | | |
| **2. JOB PURPOSE** | | | |
| Provide support to the department in the collection, collation, updating and validation of data from clinical and business systems. The postholder will have a particular responsibility for promoting and providing effective information to users which can help focus on identifying the needs of patients, improve service quality and to play a leading part in the continuous improvement of our systems. | | | |
| **3. ROLE OF DEPARTMENT** | | | |
| The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.    This includes patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations.    The eHealth Directorate has approximately 1,700 staff, a revenue budget of approximately £80.m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £2-4m and non-recurring eHealth budget of approximately £10m.  The eHealth Directorate comprises the following departments:   * **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI’s and SLA’s. In addition, Information security and compliance. * **Strategy, Programmes and Innovation** - responsible for the development of the medium to long term eHealth Strategy and enabled Innovation Programmes, linking with Innovators such as clinicians, R&D, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development, * **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence. * **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services * **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities. | | | |
| **4. ORGANISATIONAL POSITION** | | | |
| |  | | --- | | INFORMATION MANAGER    SENIOR INFORMATION ANALYST        DATA ANALYST **(This Post)** | | | | |
| **5. SCOPE AND RANGE** | | | |
| Business Intelligence forms part of the eHealth corporate function within NHS GG&C.  The department collects, collates and analyses patient and business data to provide a range of routine and ad-hoc information to support internal performance and operational management, ad hoc decision making and mandatory national reporting.  Internal customers are across the Acute and Partnerships operating divisions and corporate functions. External recipients include Scottish Government Health Department, Public Health Scotland  Submissions and reports are required on routine and as required bases with frequencies ranging from daily to annually.  Compliance is required with multiple areas of legislation, local and national policies. These include Freedom of Information, Data Protection and Access to Health Records legislation; NHS Scotland IT Security Manual, relevant Codes of Practice, and best practice within the NHS with particular reference to access to data and sharing of information with third parties.  To apply all statutory and mandatory policies and guidance as identified by NHS Greater Glasgow & Clyde and NHS Scotland. | | | |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** | | | |
| Technical Expertise 70% Collection, collation and design of data capture mechanisms across multiple patient and business systems with all patient/non-patient data required for the service on an ongoing basis.  In conjunction with the Information Manager, close information and data quality gaps by working with clients to identify anomalies and to help develop plan to rectify any such issues. This may include process redesign, data capture, and database development. Production and Analysis of Reports 15%Responding to routine requests for information from all grades of staff within the service, presenting such requests in an established format.Maintain the quality of data through the creation and production of exception reports and identification and correction of anomalies with guidance from the Senior Information Analyst(s).Carry out a wide range of ad-hoc analyses, as and when required, for a range of clients.Support clinical and other audits by producing sampling data and providing any supporting analysis. **Communications 5%**  Improve data quality by working closely with Business Intelligence and other staff from across NHS Glasgow and Clyde, as well as external organisations such as Public Health Scotland.  **Staff Responsibilities** **10%**  Ensure compliance with the Data Protection Act and all relevant data and security procedures, to protect sensitive and confidential data from disclosure. | | | |
| **7a. EQUIPMENT AND MACHINERY** | | | |
| The postholder requires using a PC, including Visual Display Unit, continuously throughout their working day.  A variety of software packages which will include some or all of the following:  Microsoft 365, business intelligence e.g. Business Object, Microstrategy, PowerBI, and software development e.g. .net, Microsoft Power Platform  The postholder will use a variety of software packages to an advanced level, in particular the business intelligence and M365 systems to collect, analyse and present a wide range of health and business data. | | | |
| **7b. SYSTEMS** | | | |
| **Main hospital-based or primary care systems and databases.**  Ensuring data quality through the production of validation reports and resolving data issues with other information staff and service teams  **Local data repositories e.g. spreadsheets or databases.**  Assist in the production of a wide range of reports and outputs, which may be complicated and comprise several elements from different information sources.  **Servicedesk**  Use the Helpdesk system in line with departmental protocol, to record system problems and for recording progress in resolving these. | | | |
| **8. DECISIONS AND JUDGEMENTS** | | | |
| The postholder will be responsible for reviewing workflows and identifying gaps in data collected, missing or questionable data, and data completeness  The postholder must be capable of working to their own initiative after a period of induction and training.  The postholder will be responsible for co-ordinating the production of reports and outputs so must be prepared to design methods of working that facilitate the collection and collation of information in an efficient and effective manner.  The postholder must use initiative and play an active part in planning the various stages of data collection and report building through organising the contributions from the various partners involved.  The postholder will adhere to all relevant board policies with particular focus on data handling and security. | | | |
| **9. COMMUNICATIONS AND RELATIONSHIPS** | | | |
| **Who postholder communicates with**: | **What communication is about:** | | **Any difficulties encountered:** |
| Senior Information Analyst  Information Analyst  BI Manager  Service Staff | Provide advice to staff on the appropriate use and availability of health and business data. Ensure known problems are communicated to the Senior Information Analyst and wider team as appropriate | | Clients may have limited knowledge of information issues, therefore the postholder will need to have sufficient dialogue to fully determine the purpose and scope of the data and information requested, discussing any information problems with the Analysts. |
| IT Suppliers and Developers | Provide advice to staff on the appropriate use and availability of health and business data. Ensure known problems are communicated to the Senior Information Analyst and wider team as appropriate. | | Clients may have limited knowledge of information issues, therefore the postholder will need to have sufficient dialogue to fully determine the purpose and scope of the data and information requested, discussing any information problems with the Analysts. |
| Wider eHealth teams | Fostering good working relations with other departmental staff to facilitate the flow of information throughout the organisation.  Active communication to ensure completeness of data and efficiency of system. | | Agreement and co-operation is required for the maintenance of information systems.  . |
| **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB** | | | |
| **Physical skills (Daily)**  The postholder requires an advanced level of keyboard skills to input and manipulate a wide range of data where speed and accuracy are essential. Using a variety of computer-based packages, e.g. databases and spreadsheets, at an above average level.  **Physical effort (Daily)**  The post requires only light physical effort; the postholder will use a keyboard more or less continuously for the majority of the working day.  **Mental demands (Daily)**  The postholder requires concentration skills to be able to input and analyse a wide range of data where accuracy is essential, this will be for prolonged periods of time during the compiling and checking of data.  There will be the need to change tasks while still maintaining concentration as the situation dictates e.g., when ad-hoc queries require immediate responses. The postholder may have to juggle tasks at certain times.  **Emotional Demands (Rarely)**  The postholder will rarely be exposed to any distressing or emotional circumstances. | | | |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** | | | |
| To assist in meeting the demands of Data collection, ensuring that local and area wide data reporting requirements are met. To Plan workload in accordance with information timetables, ensuring that critical work is completed. To know when to inform eHealth and service staff when data anomalies are identified. Cross checking of data supplied to minimise incorrect conclusions and decisions. High levels of data accuracy required and maintaining efficiency of data capture mechanisms and databases | | | |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | | | |
| **Level of experience/knowledge required:** | | **How specialised experience needs to be:** | |
| HND or equivalent in numerate subject. | |  | |
| Practical experience of analytical techniques. | | Proven knowledge and experience of capturing, analysing, and presenting data using modern software packages. | |
| Good communication skills (both oral and written). | | Postholder needs to be able to demonstrate an ability to listen and work with the to formulate the correct analytical procedure and communicate the results of analysis effectively. | |
| Good time–management skills. | | The postholder requires experience of dealing with people over the telephone/video and having a good manner, which facilitates dealing with potentially awkward situations. | |
| Knowledge of NHS health information desirable. | | The Postholder must be able to manage their time effectively; be able to plan work enabling deadlines to be met but still be flexible enough to deal with non-routine requests for information. | |

**History:**

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| **Version** | **Date** | **Comment** |
| V1.0 |  | Caje#ASDEC07089 |
| V1.1 | July 2024 | Transferred to new template. Minor adjustments to update software packages utilised and organisational naming conventions. |