

**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

**(CAJE Ref) NPPCFS307**

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| **1. JOB DETAILS** | |
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| Job Holder |  |
| Job Title - Data Analyst, Information Management Service |  |
| Immediate Senior Officer - Senior Data Analyst, Information Management Service |  |
| SBU - National Services Directorate (NSD) |  |
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| 2. PURPOSE  **Context**  National Services Directorate (NSD) commissions, co-ordinates, and performance manages the delivery of national specialist services, national risk share schemes, national managed clinical and diagnostic networks (NMCNs and NMDNs) and national screening programmes.  The post holder provides data analysis and audit support activities for a portfolio of networks and services, as well as administrative and project support services to the Information Management Service (IMS).  Working with multi-disciplinary teams, clinicians, managers and administrative staff within national networks, services and the wider NSS, the post holder is responsible for the delivery of systems implementation, training and ongoing support to users. This includes identifying and providing a range of reports to support individual network and project requirements. | |
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| **3. DIMENSIONS** | | | | | |
| NSD business is delivered through five commissioning teams, each led by an Associate Director, responsible and accountable for delivery of a portfolio of programmes in a matrix structure that comprises Senior/ Programme Managers, Assistant Programme Managers and Programme Support Officers. The Data Analyst is accountable and responsible to the IMS Management Team for effective delivery of specific elements of individual programme requirements within a portfolio.  The post holder is part of a team delivering a high quality Information Management Service (IMS) within the National Services Directorate.  **Finance**  The postholder is not an authorised budget holder but may have responsibility for monitoring a defined budget within individual programmes in line with NSS governance structures.  **Staff**  The post does not include line management responsibilities. | | | | | |
| **4. ORGANISATION CHART** | | | | | |
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| **5. ROLE OF THE DEPARTMENT** | | | | | |
| National Services Directorate plans, funds and co-ordinates national specialist and screening services on behalf of NHS Boards and the SGHSCD.  NSD ensures the provision of high quality specialised and screening services to meet the needs of the population of Scotland, and administers national risk share schemes on behalf of the Chief Executives of the 14 territorial NHS Boards. This is achieved by;   * strategic planning and commissioning of national services, networks, risk share schemes, and screening programmes with NHS Boards, clinicians, patient and public representatives and SGHSC Directorates; * leading and facilitating NHS Boards in service change and new service development through delivery of national programmes of work/projects. * performance management of national services, networks, risk share schemes and screening programmes; * maintaining financial control over national services, networks, risk share schemes and aspects of the national screening programmes; * negotiating and monitoring individual Service Agreements with providers of national services, in Scotland and England; * taking decisions on allocation of funds between services to optimise patient benefit * consolidating, analysing and reporting spend on services designated through national commissioning and the risk share schemes, and regularly updating Board Chief Executives (BCE) of the latest financial position, along with forecasts that may prompt action by the BCE group. * leading and coordinating national clinical, diagnostic and justice networks in delivery of national programmes of work/projects directed through national commissioning   The Information Management Service identifies and delivers information management requirements to enable the delivery of individual network and project requirements. | | | | | |
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| **6. KEY RESULT AREAS**   1. The post holder is expected to analyse the data from multiple systems such as the Clinical Audit System (CAS) and PowerApps, using tools such as Power BI, Tableau, BOXI and Excel in order to produce comprehensive data reports and analysis to support the work of National Services Directorate and other programmes. 2. The post holder must ensure that all information collated is subject to standard quality and checking procedures. 3. The post holder will support the IMS Information Manager and other NSD Programme Managers in working collaboratively with a wide range of clinical and non-clinical stakeholders to identify Quality Indicators and the processes for collecting, analysing and reporting data to measure them. 4. The post holder will be expected to regularly present a portfolio of information and data analysis which may be complex by its nature, and must ensure that all information delivered is understandable and meaningful to the audience which will consist of clinical, non-clinical, network members and public. This will involve working with other parties to identify the most appropriate means of presenting and delivering this information e.g. written reports, PowerPoint presentations, poster displays. 5. The post holder will utilise visualisation technologies to identify trends, highlight specific issues or for general presentations at programme meetings including steering groups and data meetings. 6. The post holder will be expected to deliver system training to ensure all users of the Clinical Audit System are equipped with the required level of skill and knowledge. 7. The post holder should drive self development and learning to enable an increased proficiency and understanding with relevant IT systems to continuous professional development. 8. In addition, the post holder is expected to contribute to the following core operations:  * Coordinate and conduct User Acceptance Testing (UAT) for software changes/enhancements to CAS and other IT Systems which include the completion of appropriate documentation for UAT sign-off. * Work with a network to set up a new CAS instance by identifying the network needs, completing the data set specification, training new users and supporting the roll out and go live as required * Contribute to the design and development of individual instances of CAS to meet the National Managed Clinical Networks needs. * Ensure compliance with the GDPR, Data Protection Act and all NSS security procedures in order to safeguard patient information * Provide a full range of programme support to the Information Management Service including the responsibility for the coordination of organising meetings and workshops, accurate input of clinical data to CAS and other IT systems as part of ongoing support for the service. | | | | | |
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| **7. ASSIGNMENT AND REVIEW OF WORK**  The IMS Information Manager determines a portfolio of work for the post holder who will operate to deliver requirements to agreed standards and timescales. 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.  Additional work may also be generated through projects within the remit of NSD. The scope of that work will be agreed with the IMS Information Manager and Senior Programme Manager.  The post holder 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 post holder is often expected to work unsupervised due to the nature of the role.  The post-holder continuously reviews their own work to ensure satisfactory standards are maintained. Work is appraised and reviewed by the IMS Information Manager and Senior Programme Manager on an on-going basis, with input from individual Programme Managers. | | | | | |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** | | | | | |
| The postholder must have excellent verbal and written communication skills, being able to discuss and present issues effectively with a wide range of senior individuals within and out with NHS National Services Scotland. This will include complex, sensitive and contentious information.  Excluding their line manager, the post holder has key working relationships with other Directors, Department/Service Heads, Clinical Leads and internal Project Groups | | | | | |
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| **9. MOST CHALLENGING PART OF THE JOB** | | | | | |
| * Prioritising and managing the varied and diverse workload ensuring the provision of a high quality, tailored Information Management Service. * Continuing requirement to develop additional IT/reporting skills to meet evolving needs of NSD. * Promoting the importance of data collection within the division to help demonstrate the value and impact that NSD provides to the NHS. | | | | | |
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| **10. Systems**   * Clinical Audit System (CAS) and other national and local IT systems * Microsoft applications (Excel, PowerPoint, Outlook, Word, and other components of Microsoft 365) * Power BI * Tableau * Business Objects (BOXI) * Power Automate / Power Apps | | | | | |
| **11. PHYSICAL,MENTAL AND EMOTIONAL DEMANDS OF THE JOB**  **Physical Effort**  Daily requirement for sitting/inputting/working at workstation for substantial periods of time with appropriate VDU breaks.  Frequent travel throughout Scotland to participate in meetings, present data reports and deliver training.  Mental Effort  The post holder 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 post holder will frequently be required to provide advice and problem-solve a range of technical and non technical issues.  Frequent attendance at meetings with some meetings lasting a full day. There is a need for periods of concentration for meeting and for the delivery of training. The location of some meetings requires travel and time spent away from home.  Data input if required, extraction and generating reports for the various databases and information management systems requires absolute accuracy and attention to detail for long periods of time. This is sometimes very difficult due to frequent and unpredictable interruptions.  Frequently handling ad-hoc support requests from a wide range of people involved in the projects and programmes requires the ability to multi-task.  The ability to maintain momentum throughout training sessions which can last up to 2 hours and to assess and tailor each session to fit with the ability and knowledge base of the participants.  Supporting a range of networks and services requires the post holder 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.  Supporting meetings and demonstrating systems with remote access to IT connections can be problematic and the post holder will need to demonstrate effectiveness in problem solving.  Overcoming objections from system users who consider data input to be an ineffective use of their time which impacts on the ability of the postholder to perform their role appropriately. | | | | | |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** | | | | | |
| Although office based, the postholder may be required to travel extensively to meet with stakeholders and will frequently require to access IT systems remotely when giving presentations or delivering training.  Regular use of tele- and video conferencing equipment.  Will occasionally be required to present to large educational meetings or conferences.  The post holder will be required to use photocopiers, printers, scanners and fax machines in order to fulfil daily tasks. | | | | | |
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** | | | | | |
| * Degree in related subject or equivalent experience ideally gained working in relevant role within NHS environment. * In-depth working knowledge of standard office software packages e.g. Microsoft Word, Excel, Outlook, PowerPoint. * In-depth working knowledge of analytical reporting tools such as Business Objects (BOXI) * Excellent interpersonal, communication and organisational skills. * Experience in the design and delivery of IT training. * Experience in the design and production of data reports with the ability to extract, analyse and present data using visualisation tools such as Tableau for management, improvement and research purposes. * Experience of supporting projects within a business/IT environment using project management methodologies. * Excellent IT skills. * Ability to drive self learning and gain knowledge of new IT Systems as required. * Evidence of continuous professional development. | | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | | |
| A separate job description will need to be signed off by each post holder to whom the job description applies. | | | | | |
| Job Holder’s Signature |  | | Date |  |  |
|  |  | |  |  |  |
| 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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