

**NHS PUBLIC HEALTH SCOTLAND**

**JOB DESCRIPTION**

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| **1. JOB DETAILS** |
| Job Title | Data Management Officer |
| Immediate Senior Officer/ Line Manager | Data Manager |
| Department | Departments across PHS |
| Directorate | Data & Digital Innovation (DDI) Directorate |
| Location | Glasgow or Edinburgh |
| CAJE Reference | NPISDG484  |
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| **2. JOB PURPOSE** |
| To perform a range of information, advisory, data quality and data monitoring, services that ensure that data from providers across NHSScotland and other partner organisations is of high quality, timely, accurate, complete and consistent and meets the requirements of stakeholders and the relevant national digital strategies.To provide support and maintenance for national databases and information systems liaising across Service areas in Public Health Scotland and with external data providers and system suppliers to ensure data flows, dataset governance, data integrity and standards are maintained.To provide specialist support to Public Health Scotland projects and external customers as required. |
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| **3. DIMENSIONS** |
| The post-holder will be a member of a team of 4 – 6 staff who will typically be responsible for:* A range of data management services
* Produce a variety of regular reports, e.g., monitoring quality and completeness of the national data, monthly, quarterly and annually, mainly electronic, and occasionally paper, formats for use by a wide range of customers
* Use best practice to enhance existing datasets and develop new data collections to support the changing information needs of customers

Public Health Scotland 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. Over 4.5 million Scottish Morbidity Records (SMR) patient returns are generated annually. Customers include the Scottish Government, NHS Boards (and other NHS Organisations), local authorities, other partner organisations, the media, the public, commercial organisations and research bodies. |
| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| Public Health Scotland is responsible for leading and enabling the drive to improve health and wellbeing and reduce health inequalities across Scotland.We deliver:* strong public health leadership across the whole public health system in Scotland
* high quality, effective and supportive health improvement, health protection and healthcare public health functions.

We:* are intelligence, data and evidence led;
* have a key role in enabling and supporting delivery at local level.

We deliver leadership roles in relation to:* public health research;
* innovation to improve population health and wellbeing;
* supporting the broad public health workforce across Scotland.

PHS is a values driven organisation and we expect all our staff to role model our values in everything they do. The role of the **Data & Digital Innovation (DDI) Directorate** is to harness the power of innovation and data science to transform, expand and release the potential of our data and information assets in order to lead a data driven approach to improving public health outcomes nationally and locally. |
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| **6. KEY RESULT AREAS** |
| 1. Responsible for the provision of data management services, as appropriate to business function, which include:
* monitoring the quality, completeness and timeliness of national data including developing work plans in consultation with data providers
* advising and developing national data standards and definitions to ensure data integrity and consistency across NHSScotland and the UK
* processing national data and updating corporate databases timeously
* using expert knowledge of the data set and system processes to investigate data and system problems which are often complex and not straightforward and may result from validation issues or system problems; using technical skills the post-holder will propose solutions raising change requests as appropriate.
* providing training to data providers and colleagues.
1. Production and development of key performance indicators for quality and completeness. Liaise with hospitals/data providers/outposted staff on the feedback from these indicators, ensuring agreed action plans to improve data quality and completeness are followed up.
2. The post-holder will participate in specific projects to modernise and develop new national data and the quality assessment and improvement of existing datasets to meet the requirements of relevant national digital strategies. This will involve working closely with stakeholders across the NHS to provide support and advice on the use of national data standards, terminology and reference files.
3. Provide analytical support for the team and develop new methods and procedures for highlighting national data quality issues and subsequent cleaning of data on the national files/databases.
4. Provide information which is relevant to NHS organisations, other partner organisations, the public and policymakers. The post-holder will provide professional advice, within their area of expertise, ensuring that complex data standards are explained to non-professional in an understandable way to allow informed decision making. Provide support to both internal and external stakeholders to ensure that data set governance procedures are implemented.
5. Liaise with other data management staff to develop and maintain a quality manual which provides a framework for ensuring that data quality assurance programmes are conducted in a consistent manner by PHS staff regardless of the data collected. In particular ensure regular liaison with analytical staff allowing two-way feedback of data quality issues which may impact on the Directorates products and services.
6. Keep abreast of related national information developments within NHSScotland and the relevant national digital strategies.
7. The post-holder may be required to supervise other staff e.g. data support officers, placement students or newer colleagues.
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| **7. ASSIGNMENT AND REVIEW OF WORK**Formal line management reporting for the post-holder will be to the Data Manager on a monthly basis. If working out with Public Health Scotland, supervision may be assigned to the project sponsor. The post-holder may be required to work flexibly in short term project teams out with their usual service area, working with staff from other areas of Public Health Scotland to take forward short-life development projects or bespoke specialist analyses. Participates in the formal objectives setting and performance appraisal process within Public Health Scotland. Takes a pro-active approach in the formulation of a personal development plan. The Data Manager in collaboration with the appropriate Information Manager, user group(s) and project board(s) will undertake evaluation of results/objectives. |
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| **8. DECISIONS AND JUDGMENTS** |
| The post-holder will manage his/her own detailed priorities in consultation with the Data Manager,although the Information Manager may assign projects on occasion. The post-holder will adjust priorities to meet frequently changing customer demands and will review these, self-managing any conflicting demands, referring to the Data Manager only when necessary. The post-holder will use their initiative when making decisions e.g., assessing quality and completeness of data and determining the level of follow up with data provider, participating in the Data Quality Assurance (DQA) process carried out by Public Health Scotland to ensure that information is being interpreted and recorded consistently and correctly. |
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| **9. MOST CHALLENGING PART OF THE JOB*** Maintaining credibility with customers and health professionals in order to gain acceptance of feedback on quality assurance audits.
* Engaging with all stakeholders to influence the use of appropriate national data standards and implementing change.
* Managing workload to deliver to agreed objectives and customer deadlines
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| **10. COMMUNICATIONS AND WORKING RELATIONSHIPS** *Internal** Regular team meetings with Data Support Officers, and other staff in Team to discuss priorities and monitor progress towards business plan objectives.
* Monthly meetings with line manager to report on progress and discuss personal development.
* Frequent contact with other staff within Public Health Scotland, including colleagues in the immediate Service Area, analytical colleagues across the Directorate, Heads of Service, other senior managers in Public Health Scotland, Consultants in Public Health Medicine, and other Public Health Scotland staff.
* Frequent contact with project sponsors to ensure appropriate user input and report progress, meetings with user group(s) project board(S) as appropriate.
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| *External** Frequent face-to-face, telephone and written communication with Information Managers, Medical Records Managers, Audit staff, Clinicians, CPHMs and other senior staff in NHS Boards, SG, Social Work and other partner organisations in the development, management, maintenance and use of the national databases and information systems.
* Customers in NSS Divisions, other NHS Organisations e.g. Healthcare Improvement Scotland, other partner organisations, the media and the public. Contact with statistical professionals in other organisations in Scotland and across the rest of the UK to ensure consistency of approach.
* Regular contact with members of other UK NHS organisations, e.g. NHS Information Authority (IA), UK National Administration Codes Service (NACS), members of UK Data Standards, UK Association of Cancer Registries, UK Renal Registry and other professional groups.
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| **11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**At entry level:* The post-holder should be educated to degree level, or equivalent (e.g. HND level with significant experience working in a health records/information role)
* Proven IT skills in data analysis and use of national information systems for data development, processing and reporting. Experience in the use of Microsoft Office packages, e.g. Word, Excel, Teams and PowerPoint.
* Post-holder should have strong numeracy skills.
* Demonstrate good communications and inter-personal skills and have the ability to work well within a team and show initiative
* Demonstrate commitment to personal development

In order to reach the appropriate level of skills and knowledge necessary to perform the full duties of the job, the post-holder will be required to make the best use of opportunities to train and develop in post to:* Establish expert knowledge within own specialist area(s) e.g. medical terminology and clinical coding (ICD10 and OPCS4)
* Acquire a detailed knowledge of SG policies, information requirements, data flows and ideally Patient Management Systems (PMS), other hospital information support systems and GP systems.
* Develop coaching skills to enable supervision of other staff e.g. students on placement or newer colleagues.

To broaden skills, knowledge and experience, the post-holder will be given the chance to work in other NHS areas as opportunities arise, e.g., through bespoke specialist projects or by undertaking secondments to other business areas or organisations. |
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| **12. EQUIPMENT AND MACHINERY*** Standard office conditions and equipment.
* Standard keyboard skills.
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| **13. SYSTEMS*** Maintain national databases and support systems to ensure continuity of national data in a timely and consistent manner.
* Support the development of new datasets/databases and specific projects involving data development, liaising with data management colleagues as required.
* Work with users of the data to ensure the information collected will meet their needs.
* Identify ways to improve existing systems in terms of quality, timeliness and reliability of data.
* Investigate issues with the data and take appropriate action to ensure the integrity of information is maintained.
* Produce reports on the completeness, timeliness and quality of data held on national databases for management and customer information.
* Work, store and transmit data in accordance with data protection, freedom of information and confidentiality principles.
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| **14. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB****Physical*** Daily requirement for sitting/inputting at keyboard for a significant part of the working day, with appropriate breaks from monitor/ screen when required.
* Frequent driving /travelling to hospitals across Scotland

**Mental Effort*** Intense concentration and in-depth mental attention required daily for up to 2 hours at a time, e.g. when conducting quality assurance/audits, checking and producing validation rules, analysing data, data cleaning, preparing reports and writing up notes within agreed timescales; regularly working under pressure and balancing multiple demands in complex and changing environments.
* Frequent requirement to deal with unpredictable interruptions e.g. telephone calls from NHS data providers, information requests, system and data quality/flow problems that require attention and the ability to change from one task to another re-prioritising objectives.
* Regular requirement to present feedback to hospital staff from Quality Assurance visit.
* Frequent driving for long distances, includes 60 routine hospital site visits annually.

**Emotional Effort*** May deal with data of a distressing nature on occasions.
* Occasionally have to deal with challenges from staff and clinicians at NHS Boards when reporting on data quality, accuracy and completeness.

Working Conditions* Standard office conditions and equipment.
* May require travel and overnight stay throughout Scotland
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| **15. JOB DESCRIPTION AGREEMENT**A separate job description will need to be signed off by each postholder to whom the job description applies. |
| Postholder Signature: |  | Date: |  |  |
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| Postholder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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| Manager Title: |  |  |
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