

**SINGLE CORPORATE SERVICES**

**Analytics & Information Services**

<b>Job title:</b>	Data Management Senior Analyst	<i>To be completed by HR</i>  <i>Job Reference Number</i>
<b>Reporting to:</b>	Data Architect	
<b>Accountable to:</b>	Deputy Director Analytics	
<b>Pay Band:</b>	6	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

**Job purpose**

There is an aspiration across the Group to become ‘Information Led’ by driving behaviours that enable decisions based on relevant information using quality timely data.

In addition to achieve the Group’s strategic transformation ambitions and to continue to support our high quality, efficient front-line services, it is crucial that the Group can rely on consistent, accurate, timely and well-managed data. This role will play a lead role in delivering this aim.

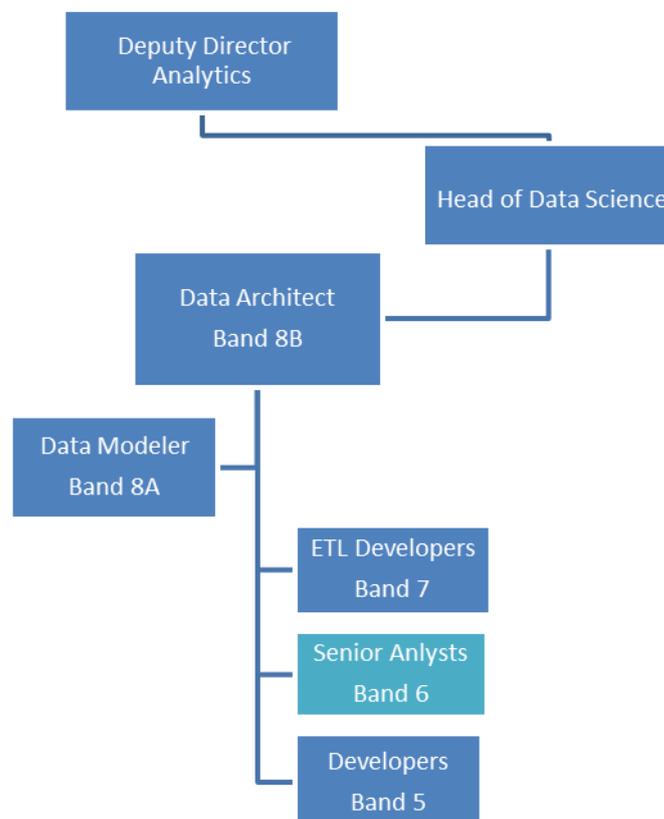
The postholder will work within the Data Management Function taking a proactive role in the implementation and the ongoing development and maintenance of a modern data warehouse solution and ensure that all reporting timetables within the Group and for external information users are met.

**Job summary**

1. Responsible for the daily monitoring of services provided by the Data Management Function to ensure the reliable and consistent availability of information for Trust operational and performance reporting. Resolve issues and communicate with key stakeholders when problems are encountered.
2. The post holder will be required to work in a team responsible for the development, maintenance and performance of the Data Warehouse. Examples of tasks include the development and maintenance of ETL processes, data cleansing routines, indexing and reporting datasets.

3. Develop and maintain high quality, clear and user-friendly data models that supports the production of good business intelligence.
4. Create attractive and high quality initial set of standard reports and dashboards as part of the delivery of new data into the data warehouse and Trust reporting systems.
5. To maintain and develop solutions that will automate, schedule and improve upon current processes within the Analytical Services team and the wider Trust.
6. Promote, train and support users of the Trust's reporting solution to improve access to Trust information.
7. Support the robotic process automation design process and responsibility for building the solutions to replace repetitive tasks by enabling the integration of existing systems which will free up administration and clinical time for other duties and patient care.
8. Responsible for ensuring that the quality and technical approach taken is aligned with the Digital Strategy and IT Design Authority principles and ensure that solutions meet the customer's goals and objectives which in turn improve the quality of the services delivered by the hospital.

### Organisational Chart



## Specific Core Functions

### IT Projects Management and Delivery

- Work closely with the Business Management and Transformation (IT Managers) function to identify, define and specify functional and non-functional requirements.
- To identify opportunities where internal development would meet the requirements, alternatively work collaboratively in evaluating external products and solutions and ensuring technological fit to strategy.
- Participate in and deliver complex technical development projects.
- Provide a technical lead on projects where appropriate providing technical specifications and advice where necessary.
- Design and develop data warehouse structure as required, making judgements and recommendations on the best way to provide information required and improve quality of information.
- To drive consistent standards and approaches throughout the team. To write clean and healthy structured, well documented code. To build future-proof reusable core code libraries, which can be shared, in-order to drive further efficiencies throughout the team. To deliver code which is well tested and consistently error free. To design and build database schema's with integrity and scalability with data access layers that are optimised for performance and security.
- Support the implementation of ongoing strategies to enable us to deliver quality and excellence through robust testing and policies that are balanced and appropriate to the scope of project being delivered.
- To undertake all aspects of system maintenance and support as required, including end user support and training.
- Investigate functional problems with in-house and third party applications. Work with colleagues and third party suppliers to resolve these quickly and efficiently.
- Investigate performance issues with applications, databases and servers. Work with suppliers and other ICT teams to resolve these. Tune database queries as required.
- Ensure that ITIL standards are embedded and maintained within all elements of the team's activities.
- Utilise, as appropriate, a number of different methodologies such as Scrum and SPRINT to supplement normal PRINCE project management processes.
- To make sure written reports for project, departmental and performance purposes are written to appropriate standards and client communication is at an excellent and professional level.
- To use your experience when reviewing and auditing code. To assist in critical support issues where your experience is required to ascertain the issue quickly and to find the most appropriate resolution. To take control over critical support instances and putting into place the correct escalation and process to manage and resolve issues as soon as possible.
- To be aware of Information Governance requirements, including data protection and security threats and to make sure we mitigate against these risks against known industry standards. To make sure that team/organisation are aware of these issues.
- Ensure the effective and efficient handover of projects and systems to routine operational support, including the production of appropriate system and support documentation.

### Innovation Management and Research and Development

- To proactively drive innovation with new ideas and options made available by new technologies. To maintain and actively contribute to a list of innovation & research

projects. To assist by offering strategic and technical advice for anyone working on these projects.

- Create a culture of promoting new ideas and identifying opportunities within the team for the organisation. Encouraging pro-active discussions with the Business Management and Transformation (IT Managers) function.
- To organise and participate in research and development activities, evaluating new technologies and systems as required.
- To keep up to date with the latest software development technologies and methodologies.
- To develop, promote and encourage the effective use of information and applications within the organisation.
- Attend technical forums and events, representing the organization, with a view to identifying and understanding emerging technologies and developing an understanding their relevance in our evolving technical strategy.
- To freely share knowledge, insight, best practice and ideas.

## **Other**

- Participate in a rota system for monitoring of jobs and systems on Bank Holidays.
- It may be necessary on occasions to work outside of normal working hours to support deployments and to carry out routine maintenance on systems.
- Assist the Data Architect in other related areas as required.

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
  - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
  - (b) providing and receiving complex or sensitive information,
  - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

### ***Analytical and Judgement***

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

### ***Planning and organising***

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

### ***Physical Skills***

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

### ***Patient Client Care***

- Assists patients/clients/relatives during incidental contacts.

### ***Policy and Service Development***

- The post holder is responsible for policy implementation and for discrete policy or service development for a service or more than one area of activity.

### ***Financial Management***

- The post holder will be responsible for the safe use of equipment other than equipment which they personally use.

### ***Management/Leadership***

- The post holder is responsible for day-to-day supervision or co-ordination of staff within the Data Management Function. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

### ***Information Resources***

- The post holder is responsible for the management and development of information systems across the organisation as the major job responsibility.

### ***Research and development***

- Regularly undertakes R&D activity as a requirement of the job, or regularly undertakes clinical trials, or regularly undertakes equipment testing or adaptation.

### ***Freedom to Act***

- Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

### ***Physical effort***

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

### ***Mental effort***

- There is a frequent requirement for concentration where the work pattern is unpredictable, or there is an occasional requirement for prolonged concentration.

### ***Emotional Effort***

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

### ***Working conditions***

- Exposure to unpleasant working conditions or hazards is rare.

## Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	Degree level qualification or equivalent in ICT or related field	ITIL Foundation Certificate	
<b>Experience</b>	<p>Post qualification hands-on experience of systems and database development</p> <p>Experience of writing SQL queries in a real world environment</p> <p>Experience of system implementation, management and support</p>	<p>Project management experience</p> <p>Experience of software development</p> <p>Experience of Scrum methodology and Agile processes</p> <p>Experience of NHS practices and information</p> <p>Database and data warehouse design experience</p>	
<b>Knowledge</b>	<p>Strong customer service skills</p> <p>Able to set clear and appropriate objectives for self and others to meet overall goals</p> <p>Ability to manage multiple complex problems in sometimes stressful environments</p> <p>Excellent planning and time-management skills, able to clearly manage priorities for self and team to meet deadlines</p> <p>Good technical awareness to understand and resolve technical problems</p> <p>Good knowledge in relational database design and implementation</p> <p>Good knowledge in SQL</p> <p>Good knowledge of computer languages</p> <p>Good knowledge in of computer program design methods and techniques</p> <p>Good knowledge of data protection and information security/governance issues</p> <p>Ability to teach and instruct others</p>	<p>Good knowledge and understanding of healthcare data and processes</p> <p>Good knowledge of Trust based technologies (as appropriate to position)</p>	



	Excellent written communication and documentation		
	Excellent communication and interpersonal skills to influence and persuade staff in all roles and at all levels		

## Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.