Dedicated to excellence

NHS
University Hospitals of Northamptonshire
NHS Group

Job Description

Post	Head of Health Intelligence
Band	AFC band 8C
Department	Digital
Responsible to	Deputy Chief Digital and Information Officer
Professionally Accountable to	Chief Digital and Information Officer

Job Summary

The Head of Health Intelligence (post holder) is responsible for delivering the data, analysis and intelligence functions to support the UHN's strategic aims and will be an integral part of the Digital Leadership team.

All members of the Digital Leadership team will strive towards "Applying the culture, processes, business models & technologies of the internet era to respond to people's raised expectations" [Tom Loosemore's definition of Digital].

The post holder will have senior responsibility for providing and developing an effective and efficient analysis and intelligence service (both clinical and operational) that provides reporting and decision support to all levels of UHN. The post holder must ensure that excellent accurate and timely data and information is provided that can inform strategic and operational decision making at all levels. This will be achieved through the provision of a customer focused service that harnesses high quality information to drive quality and safety of healthcare delivery by providing targeted insight to support operational and strategic decision making.

The post holder requires strong analytical and statistical skills / knowledge with an in depth experience of establishing intelligence systems / applications. Experience of working with agile methodologies will be an advantage..

Key Working Relationships

Internal:

- Chief Digital Information Officer
- Chief Clinical Information Officer
- UHN Executive Directors
- Divisional Management Teams
- Project Boards and Team members
- Clinical Directors/Leads
- Other senior clinicians
- Procurement staff

Compassion Accountability Respect Integrity Courage

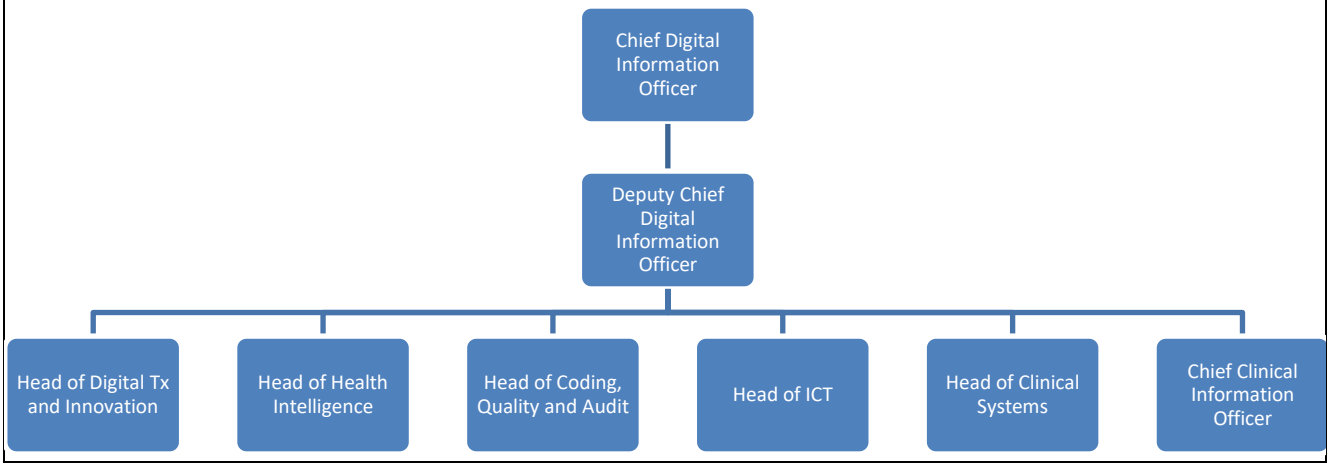
University Hospitals of Northamptonshire NHS Group is a collaboration between Kettering General Hospital NHS Foundation Trust and Northampton General NHS Trust
Group Chairman: Alan Burns | Group Chief Executive: Simon Weldon

- Other Trust staff

External:

- Suppliers
- Partner organisations
- Neighbouring NHS Trusts
- Other NHS organisations
- NHS England/Improvement
- NHS Digital and other relevant external bodies

Organisational Structure Chart



Main Duties and Responsibilities

Service and Business Management

To provide the strategic leadership to manage the Health Intelligence team through the planning, development and delivery of the information and analytic elements of the Digital Strategy in a dynamic and responsive environment / culture.

Leads on the production and timely submission of information for monitoring Trust activity including data required for commissioning, statutory / mandatory reporting / data extracts and performance monitoring, this will be achieved through the post holder leadership in a timely (within the relevant local or national deadlines) and professional manner.

Leads on the provision of appropriate support for local and ad hoc information and insight needs to support Trust initiatives and project work and ensure the efficient resolution or clarification of any subsequent queries that may arise.

Lead on ensuring that the Clinical and Operational managers are provided with appropriate information, analysis and insight that helps influence operational and strategic decision making.

Lead on the continuous improvement of systems and reporting procedures to monitor data integrity and ensure data is extracted in the most accurate and efficient manner, is consistent with the latest definitions and delivered within required timescales.

Has responsibility for providing UHN Executives and Senior Managers with information, analysis and insight in response to ad-hoc requests, special projects and to provide specialist input into Trust projects.

Lead on the continued development of the technology platform to support analysis and insight, and moving towards a real-time view of services and display of performance dashboards. The post holder will need to manage the expectations of clinical and corporate staff for increasingly sophisticated analyses as the closer integration of clinical systems is achieved.

Lead on horizon scanning and high levels of awareness of developments regarding intelligence, decision support and analysis.

Analysis and Data Management

Provide specialist information and analytical knowledge to interpret complex trend analyses, impacting on strategic, and operational, planning, forecasting and financial areas such as PbR algorithm, and facilitate the provision of any associated contract monitoring and financial flows information requirements.

To provide detailed insight on Trust performance, highlighting key performance results, trends, forecasts and areas of concern, detailing reasons for variance.

To liaise closely, and become “first point of contact”, within the Trust on all matters relating to the production data and then to promote the effective usage of information throughout the Trust.

Take the lead for the administration of the data platform and associated projects. Co-ordinate and ensure the delivery of identified project goals and key deliverables.

To take a primary role in the development of leading edge health intelligence support.
Support and develop the team in the use and provision of modelling expertise to support medium and long term business planning, service design and investment decisions.

Develop new methods of analysis and increase the efficiency of data production and quality through the use of automation techniques and the adoption of both recognised good practice and new innovation.

Systems and Governance

To have complete knowledge of existing Data Set Changes Notices (DSCNs) and Information Standard Notices (ISNs) and ensuring on going knowledge of new releases. Provide interpretation and initiate discussions with operational colleagues to ensure relevant new data requirements are met and that policies are updated accordingly.

Has responsibility for developing mechanisms for data validation. Ensuring a proactive approach to the validation processes, ensuring timely and appropriate reporting of exceptions.

To participate in and lead where appropriate, audits that relate to information and systems to ensure data integrity and accuracy of reporting.

Provide recommendations on data sources, analytical techniques and sampling theory to support research and surveys.

Financial and Staff Management

Responsible for the efficient and smooth running of the Health Intelligence team, providing line management of staff under the control of the post, providing leadership, guidance and motivation.

To be responsible for the provision of adequate induction mentorship and to deal with disciplinary issues, grievances and appeals as required in relation to the Health Intelligence team.

Ensure active participation (by themselves and their staff respectively) in team meetings - in order to report, promulgate and co-ordinate work concerning the department and its staff.

To take responsibility for ensuring that all staff that they have responsibility for:

- Are adequately supervised (such that activities are monitored to ensure accuracy and validity, the identification of developmental needs and that staff responsibilities are met)
- Have workloads, where possible, that are appropriate to the individual (ensuring internal rotation of duties to enable the maximum coverage of work and skills in the absence of personnel)
- Have workloads, where possible, co-ordinated well in advance
- actively monitor submissions for data quality, validity and errors
- To ensure staff receives individual appraisals in line with Trust policy, including formulation of Personal Development Plans.
- Maximise the amount of autonomy given to staff within agreed boundaries in order to encourage decision-making at the lowest level but compatible with individual competences and agreed levels of accountability.

- Encourage an open, no blame culture in which staff can bring their expertise to bear on resolving a problem or addressing an issue.

Communication and Leadership

Provide advice and support to all levels of managers and clinicians in the interpretation and use of information.

Ensure continual and appropriate professional self-development. Form links with appropriate organisations e.g. DHSC, NHS England, CCGs etc. to keep up-to-date with any developments relevant to the post.

Attend local, regional and national meetings pertaining to information as required as appropriate to the role.

Ensure all mandatory training is undertaken on time.

To ensure that competency is maintained in the use of all equipment relevant to the role.

To ensure compliance with all Trust policies and procedures.

To undertake other tasks and duties as required that are commensurate with the nature of the job and the banding of the post.

Professional / Personal Development

The post holder will need to develop and maintain their own knowledge of developments and legislation relevant to the service area and ensure that each function reflects current professional guidance and standards.

Personal Development Reviews will be required for all those staff reporting directly to the post holder.

The post holder will take responsibility for his or her own professional development, identifying training and educational needs and agreeing ways of addressing these with the Chief Digital Information Officer.

Statutory and Miscellaneous

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns if registration lapses or expires (all registered staff).
- This post involves access to patients and their data include children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary for the post holder to apply for and be in receipt of a satisfactory **Standard DBS check**.

- If you have not had a satisfactory DBS check within the last three years you may be required to apply for an updated DBS check during your employment.
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- Responsibilities will stretch to working across the Group in line with this job description. This post is subject to the terms and conditions of employment of your employing Trust. Please refer to your terms and conditions of employment for confirmation of your employing Trust (Northampton General Hospital NHS Trust or Kettering General Hospital NHS Foundation Trust).
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Sustainability is integral to the Trust achieving the NHS Net Zero target. All employees are therefore actively encouraged and supported to implement new ways of working within their field of expertise.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. It is the Group's aim to reach agreement on reasonable changes, but if agreement is not possible the employing Trust reserves the right to effect changes to the postholder's job description after consultation with them. Appropriate notice of such changes will be given.

Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handing of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

Safeguarding Children and Adults at Risk

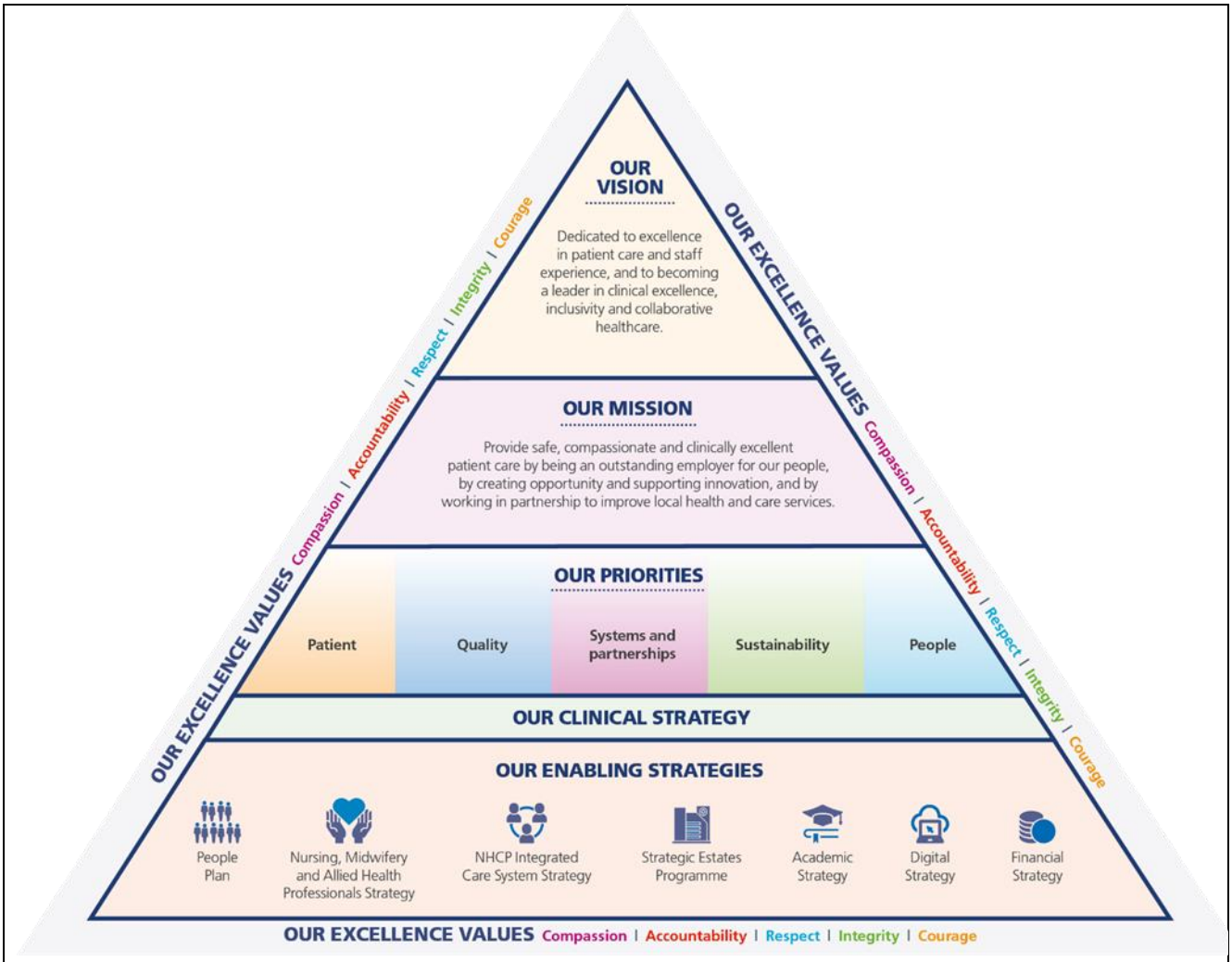
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

University Hospitals of Northamptonshire NHS Group is made up of Northampton General Hospital NHS Trust and Kettering General NHS Foundation Trust. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- University Hospitals Northamptonshire NHS Group
- Best of Both Worlds Northamptonshire
- Kettering General Hospital
- Northampton General Hospital NHS Trust



Our Excellence Values

Compassion

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.

Accountability

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

Respect

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

Integrity

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

Courage

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Person Specification (Shortlisting Criteria/Role Requirements)	Essential	Desirable
Education, Training & Qualifications		
Educated to Masters level with a degree or equivalent experience and competencies or extensive relevant senior experience.	x	
Evidence of continuing professional development		x
Management qualifications.		x
Digital, Information or statistical qualification, or extensive relevant senior experience.	x	
Knowledge & Experience		
Experience of managing transformation of a service	X	
Highly developed specialist knowledge of working with health information systems, with ability to keep fully informed about emerging technology through horizon scanning and networking.	x	
Knowledge of driving through change and developing an insight and analysis culture, moving from reporting the past to supporting future decision making.	x	
In depth knowledge of MS office, Excel, Word, Access, Outlook etc.	x	
Highly developed specialist knowledge of MS SQL Business Intelligence tools.		X
Knowledge of NHS Information requirements.	X	
Knowledge and experience of statutory reporting	X	
Knowledge and experience of SUS / CDS data exchanges		x
Extensive knowledge of NHS Data Definitions, Standards, Data Manual and statutory requirements.	X	
Extensive knowledge of NHS reporting, data flows, Commissioning process, PBR, DHSC central returns etc. and the vital importance of submitting accurate and timely information.	X	
Knowledge and understanding of NHS policy and its relevance to the work of an NHS Performance Management.	X	
Demonstrate the ability to solve problems and make decisions within the parameters of the job role e.g. assessing and dealing with queries relating to information.	X	
Knowledge and experience of understanding user needs, seeking feedback and user research methods to improve reporting, analytics and insight delivery		x

Demonstrate the ability to plan, organise and prioritise workload according to the demands of conflicting and unpredictable requests	x	
Responsibility for patient confidentiality issues, ensuring data protection act is adhered to	x	
Possess excellent communication skills in order to provide and receive information which may be complicated e.g. discuss data requests to ensure information is accurate, consistent and of the best quality, with internal and external clients.	x	
Create reports using appropriate tooling to summarise and analyse data from various sources, ensuring systems are adapted to reflect changes in data collected.	x	
Responsibility for patient confidentiality issues, ensuring data protection act is adhered to	x	
Possess excellent communication skills in order to provide and receive information which may be complicated e.g. discuss data requests to ensure information is accurate, consistent and of the best quality, with internal and external clients.	x	
Create reports using appropriate tooling to summarise and analyse data from various sources, ensuring systems are adapted to reflect changes in data collected.	x	
Knowledge of Freedom of Information Legislation, Data Protection Act etc		x
Knowledge of the Information Governance agenda		x
Highly developed specialist knowledge and understanding of Information Governance Toolkit especially in relation to Information Quality Assurance		x
Knowledge of NHS clinical coding		x
Substantial recent experience working in NHS Informatics/Performance management.	x	
Working at a senior level to effectively lead a specialist team	x	
Experience of staff management including personal development reviews and recruitment.	x	
Experience of delivering presentations to large and diverse groups.	x	
Experience of developing policies and procedures.	x	
Experience of working within multi-disciplinary teams	x	
Detailed knowledge and application of performance management tools and techniques and the development and use of balanced scorecards / dashboards.	x	
Experience of dealing with National NHS organisations such as the Department of Health and Social Care and CCG's.	x	
Skills		

Ability to problem solve and identify/promote solutions.	x	
Ability to use professional judgement and advise others on best practice, national guidelines and legislation on Information Management,	x	
Ability to manipulate and analyse large complex data sets at speed and produce figures in a clear, accurate and meaningful manner	x	
Ability to analyse and investigate data and trends in order to draw conclusions and assist strategic and operational decision making	x	
Ability to compile and initiate audits and present findings.	x	
Skill in SQL database design and maintenance		x
Advanced MS Office skills.	X	
Skill in SQL database design and maintenance		X
Skill in design of data warehouse and information visualisation platforms		X
Ability to communicate both in written and verbal forms with a wide range of disciplines.	x	
Ability to work with and influence senior colleagues including negotiation and persuasion skills.	x	
Ability to foster and maintain positive working and customer relationships.	x	
Ability to work in a confidential manner.	x	
Ability to recognise own and others development needs and find appropriate solutions.	x	
Ability to respond effectively to changing priorities, to manage timeframes with the ability to meet deadlines.	x	
Self-motivated and ability to motivate others	x	
Excellent planning and organisational skills.	x	
Ability to think creatively and identify solutions to overcome problems.	x	
Key Competencies/ Personal Qualities & Attributes		
Passionate and committed to bring our Dedicated to Excellence values to life, improving the way we work with each other, particularly focusing on empowerment, equality diversity and inclusion of our staff, patients and service users	x	