JOB DESCRIPTION

> **For HR use only**
> **Job Reference number: Admin 2238**

Job Title:	**Data, Quality & Systems Lead**
Reports to (post title):	**General Manager**
Evaluated Banding:	**6**

Role Purpose:

The post holder will manage, audit, review and quality assure the performance data and support the development, review and improvement of administrative operational systems in line with Trusts Electronic Patient Record Strategy.

They will support the day to day operational function, with a focus on performance, audit, data entry, information extraction from electronic patient records and quality assurance. The post holder will be responsible for the timely review of data and submissions to the General Manager and the wider teams.

Role Context:

The post holder will work within the Children and Young Peoples Directorate leading on the review, analysis and improvement of performance data, projects around the development of key features within Clinical Systems and utilising new functionalities within Electronic Patient Records managing communication with all staff on new and existing processes.

They will utilise specialist skills and ensure effective communication with the Applied Information team and Systems Administration team to ensure the data captured within the clinical systems aligns with the key performance indicators linked to each of the contracts. The post holder will ensure that any development within Electronic Patient Records meets the clinical requirements in line with record keeping and clinical governance standards working closely with the clinical teams.

Key Accountabilities	Performance Measures
Working Practice To lead, manage and review the performance data linked to the Key Performance Indicators for the Public Health contracts within the Children's Directorate.	Performance and exception reporting.
To build reports, extracting highly complex data and information from various data systems/sources and respond to variances where appropriate.	Ad-hoc reports provided.
To develop and produce information relating to data and performance, building data books highlighting	Data books.

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areas of exceptionally good performance or areas for improvement, outlining actions needed to improve data performance of the teams.	
To ensure data is presented in various formats to all levels of staff, raising awareness of key performance indicators and targets, highlighting how performance is monitored and captured.	Presentations, meetings, documentation.
To demonstrate to managers and staff how SystmOne links to reporting requirements highlighting the importance of accurate record keeping and completion of relevant templates/tools within the electronic patient records.	Presentations, meetings, documentation.
Undertake the project management of new initiatives and systems as in the job purpose, developing and implementing systems which will improve data entry, cost efficiency and report functionality where appropriate.	Project documentation.
Investigate existing and future system functionality, with opportunities to expand on functionality, maximizing value for money and the benefits, working and liaising with the Clinical Systems team.	
Improve and maintain clinical recording systems liaising with all system users to develop, document and support the introduction of new and existing systems.	Audit documentation and training packages.
Assist in developing and maintaining internal procedures and documents to support the efficient running of clinical systems.	
Establish, evaluate and improve system processes and working practices ensuring maximum benefit for staff and service users.	
Lead on developing working groups to define, improve and analyse business requirements and deliver system wide improvements.	Minutes and notes from meetings.
Communicate with colleagues and clinical system users at all levels within the organization, commissioning and other partners.	
Provide specialist training to staff in response to changes to IT systems and produce user guides linked to the introduction of new systems and processes.	Training and user guides.

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To train the SystmOne Trainer in the requirements of data entry linked to report downloads for each of the services, quality assuring and authorising information which will be given to staff and leading on the session plan ensuring it covers all relevant requirements.	User guides, session plans, documentation.
Ensure all staff has relevant SystmOne training as provided by the corporate SystmOne Training team.	Training packages and evaluation of sessions.
To be the link between Management, Performance, Applied Information and Systems Admin connecting information used within clinical activity recording to enable accurate reporting of data for the contracts.	Work Tracker spreadsheets and meeting notes.
Provide advice on what is reportable via the electronic patient record systems and complete audits, quality checks and analysis against reports where required.	Audit reports.
Attend and contribute to Leadership meetings wherever applicable to provide support and information on new systems and developments.	Attendance at meetings.
Support Managers to assist their staff in the use of electronic patient systems and audit checks, helping to improve performance and the development of staff.	
To support administrative operational processes across the Children and Young People's services ensuring consistency and effectiveness in supporting their wider teams.	
Implement and develop processes to ensure that information within patient records are cleansed accordingly and that both administrative and clinical staff are aware of the processes they need, to complete data cleansing in SystmOne.	

Dimensions

The post holder will be responsible for ensuring that work is completed accurately, within timescales and within the framework and standards set for the teams.

Act on own initiative in the absence in the absence of their line manager and without direct supervision.

Manage and prioritise own workload.

To work within the provisions of the Trust Health & Safety Policy.

To provide support and training to individual members and groups within the directorate.

Geographical area: Nottinghamshire County & City

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Service:	Children, Families and Specialist Services

Safeguarding

All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice and support.

Disclosure and Barring Services

Where this post relates to the types of work, activity, employment or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.

Infection Control

All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with Infection Prevention and control mandatory training requirements specific to their role.

Equality & Diversity

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Data Quality Statement

All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality; improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.

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Communication

Providing and receiving complex, sensitive and confidential information, where there is a requirement to communicate in a professional manner with staff, service users, carers, other healthcare professionals and agencies using tact and diplomacy in a form that is appropriate to them and the situation and constructively manages barriers to effective communication.

The post holder is required to have extensive communication skills to communicate complex performance, data and systems information and to establish, maintain and gain the co-operation of work colleagues and managers.

Maintain a position of integrity at all times whilst appreciating the need for confidentiality when dealing with service user/carer/staff information and issues appertaining to this post, and communicating in a manner and keeping accurate and complete records that are consistent with relevant legislation, policies and procedures.

Providing and receiving complex, or contentious information, where persuasive communication skills are required. Communication can be face to face, written or over the telephone. Tact and persuasive skills are required where there are barriers to understanding.

Qualifications, Knowledge, Experience and Training

- NVQ 5 minimum or equivalent (degree) in a related field – e.g. Management, IT Systems or with equivalent knowledge and experience.
- Advanced level of computer literacy and competency, especially with MS Office etc.
- Accurate data entry and analysis skills, keen eye for detail and data quality.
- Highly numerate and methodical.
- Experience of working with clinical systems. Familiarity with SystmOne would be an advantage
- Experience of working to the Caldicott principles and the Data Protection Act.
- Experience of collating information, evaluation and report writing.
- Experience of strategy and policy development.
- Experience of project management.
- Able to work using own initiative and work independently with little guidance.
- Ability to deal with confidential information.
- Excellent organisational skills.
- Ability to prioritise workloads.
- Pro-active with the ability to make decisions in stressful situations.
- Excellent interpersonal skills.
- Ability to produce high quality, accurate and timely correspondences, reports and meeting notes.
- Effective problem solving skills.
- High level of written and oral communication skills.

- Training and development skills.

Analytical and Judgement Skills

Judgements involving complex performance, data, facts, projects which require the analysis, interpretation and comparison of a range of options.

Able to demonstrate effective problem solving and data analysis with little supervision, learning new skills as required.

Able to effectively elicit user requirements and convert to accurate technical specifications.

Understanding of respective clinical system functionality and limitations and able to extract maximum functionality and value.

Analysis and recommends system improvements in line with service requirements and priorities.

Planning and Organisational Skills

Ability to work on own initiative: carry out comprehensive analysis of data demonstrating a methodical approach, developing, communicating and documenting good working practices. Able to work well with competing deadlines and priorities.

Flexible and adaptable with the ability to manage own time by prioritising workload.

Ability to organise meetings, lead and deliver system training on a regular basis.

To lead the planning and organisation of complex system programmes linking this to the strategic direction of the core service delivery. Take responsibility for design and modification of plans as required involving and co-ordinating with internal corporate services and external partners.

Physical Skills

Requires advanced keyboard skills, highly computer literate.

Speed and accuracy are necessary with high concentration levels.

Ability to travel across Trust sites.

Responsibility for Patient/Client Care

Provides non clinical information to patients, carers and/or relatives and internal/external providers. Working with managers and clinicians to directly influence the development of systems as clinical tools, positively affecting patient care in a variety of settings.

Responsibility for Policy/Service Development

Propose changes to working practices and procedures (e.g. when planning for the impact of new key performance indicators) and implements procedures in own area/proposed changes to and redesigns local policies and procedures which have an impact in other areas.

Facilitates service improvement through interaction with user groups and other forums.
The duties and responsibilities of the post will be undertaken in accordance with the Policies,

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Procedures and practices of Nottinghamshire Healthcare NHS Foundation Trust.
It is the post holder's responsibility to ensure they keep up to date with these policies and other policy documents.

Responsibility for Financial and Physical Resources

Contributes to monitoring budgets and assists with financial reporting on a quarterly and annual basis.

Responsibility for HR

Day to day support for General Manager /Service Managers including assisting with recruitment, training, delivering training on a range of subjects related to own area of expertise. To contribute in the induction process for new employees for training on electronic patient record/data and key performance requirements.

To manage the team including 1:1 supervisions, Appraisals and all other HR requirements.

Responsibility for Information Resources

Understanding, designing and documenting the requirements/specification and the configuration for developments and projects.

Analyse, interpret and compare a range of options related to complex facts or situations including analysis of performance data and data entry, capacity and demand, identification of collaborative working with expert analysis of performance and human/technical factors/barriers which may affect performance.

Word process/audio type correspondence, reports, discharge summaries, medical reports/reviews, presentations and all other relevant documentation as requested.
Input, manipulate and retrieve staff and/or patient data to ensure that key performance indicators are met.

Creates and manipulates spreadsheets, display and utilise data to produce graphs, charts and reports from Microsoft Excel, inputting data in to computerized and paper databases, systems, creating monitoring spreadsheets and analysis of data from various sources.

Shared responsibility for design and implementation of system developments and enhancement in line with service requests.

Responsibility for Research and Development

Monitors and audits use of clinical systems, developments and recommends improvements to system and business processes.

Audits and reports system usage and recommends improvements.

Works with Transformation and Quality Assurance Service Manager and the General Managers to ensure systems are the best they can be for users and Children's Services.

Freedom to Act

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Expected results are defined but the post holder decides how these are best achieved.
Manages own workload, is required to act independently and be accountable for their own actions.
Structures and prioritises own defined specialist workload to achieve requirements as defined by (and accountable to) the General Manager.

Physical Effort

There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time. There is a frequent requirement for light physical effort for several short periods during a shift. i.e. transportation of IT equipment and setting up of equipment for training sessions.

Mental Effort

Frequent requirement for concentration (regularly prolonged) will be required for analysing, testing and documenting changes to system configuration, in a busy environment with the potential for distractions, including ad-hoc queries and requests for support.

Work pattern unpredictable as may be asked to re prioritise work at short notice.

Emotional Effort

Frequent indirect exposure when auditing electronic patient records.

Competing deadlines and heavy workloads may lead to periods of high pressure working conditions.

Working within unpredictable work patterns, to set timescales and deadlines is frequent.
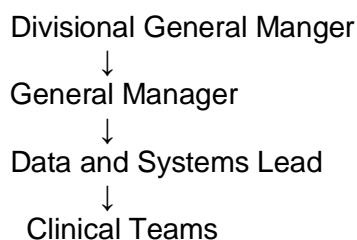
Working Conditions

Exposure to unpleasant working conditions or hazards is rare.

There is a requirement to work at a VDU for the majority of the working day.

Exposure to verbally abusive language is occasional.

There will be a requirement to travel to different sites, including areas where service users are present.

Organisation Chart

Divisional General Manger
↓
General Manager
↓
Data and Systems Lead
↓
Clinical Teams

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We will ensure that you are supported and lead in line with our Trust Values: Trust, Honesty, Respect, Compassion & Teamwork

Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.

Signatures	
Please sign to confirm agreement	
Post holder:	Date:
Line Manager:	Date:
Next Level Manager :	Date:

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EMPLOYEE SPECIFICATION FOR THE POST OF DATA QUALITY and SYSTEMS LEAD, CCYPS

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation

Attribute	Essential	Weight	Desirable	Weight
Values	All colleagues are expected to demonstrate at interview that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: **Trust Honesty Respect Compassion Teamwork**	2		
Physical requirements (this section should only be completed where there are specific physical requirements for the role – see guidance notes)	Ability to travel within the area Excellent communication skills (written and verbal) Moderate physical effort required to complete daily tasks on occasion – transporting training equipment if required	2		
Qualifications - Academic / Professional / Training	• NVQ 5 minimum or equivalent (degree) in a related field – e.g. Management, IT Systems or with equivalent knowledge and experience. • Advanced level of computer literacy and competency, especially with MS Office etc. – relevant qualifications / experience • Evidence of continuing professional development	2	Training / teaching qualification	1
Knowledge and Experience	Experience of the following: • Experience of working with clinical systems. Familiarity and working knowledge of SystmOne would be an advantage • Experience of working to the Caldicott principles and the Data Protection Act.	2	Experience of strategy and policy development.	1

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	• Experience of collating information, evaluation and report writing. • Experience of project management.			
Skills and Abilities	• Accurate data entry and analysis skills, keen eye for detail and data quality. • Highly numerate and methodical. • Able to work using own initiative and work independently with little guidance. • Ability to deal with confidential information. • Excellent organisational skills. • Ability to prioritise workloads. • Pro-active with the ability to make decisions in stressful situations. • Excellent interpersonal skills. • Ability to produce high quality, accurate and timely correspondences, reports and meeting notes. • Effective problem-solving skills. • High level of written and oral communication skills • Training and development skills.	2		
Contractual Requirements	A full UK driving licence and vehicle for business use is required for this post; however reasonable adjustments will be made for disabled individuals in line with the Equality Act 2010. Frequent travel around the county / city • Flexibility to work weekends / evenings (rarely)	2		Application / Interview

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