

Job title:	<b>Reports Technical Lead</b>
Directorate:	<b>Performance and Planning</b>
Board/corporate function:	<b>Reports Team</b>
Salary band:	<b>8a</b>
Responsible to:	<b>Deputy Head of Business Intelligence</b>
Accountable to:	<b>Head of Business Intelligence</b>
Hours per week:	<b>37.5 hours per week</b>
Location:	<b>2<sup>nd</sup> Floor, 250 Euston Road</b>

### University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Royal National Throat, Nose and Ear Hospital
- Eastman Dental Hospital
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases
- University College Hospitals at Westmoreland Street

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

### Job Purpose

The post holder is a key member of the Reports Team, acting as a technical expert for the business intelligence products and reports that the team produces. The reports support decision making across the Trust, in turn enabling high quality clinical care.

## Key Working Relationships

The post will report to the Deputy Head of Business Intelligence.

Key working relationships for this role are:

- Head of Business Intelligence
- Business Intelligence Reports Team
- Director of Planning and Performance
- Corporate data management and analytics teams
- Performance and Planning department
- EHRS teams
- Board Heads of Operations
- Divisional Business Intelligence Partners and Analysts
- Divisional Managers and General Managers
- Divisional Clinical Teams
- Workforce
- ICT Systems Department
- Atos

## Key Results Areas

- The post holder will act as the key technical lead and will support the Deputy Head of Business Intelligence with the development and provision of complex business intelligence reports and external mandatory submissions. This could be through a mixture of leading on developing of reporting systems, leading on complex BI projects and deputising for the Deputy Head of Business Intelligence as required.
- Managing the development of innovative systems, information and reports to meet emerging business requirements.
- Improvements to existing processes, validation and reports.
- Lead on the production of internal and external reports in an accurate, timely and complete way.
- A key source of business intelligence expertise for the trust. The post holder will be expected to act with minimum guidelines, setting standards for others within the trust in relation to business intelligence and analysis, establishing how reporting policies and procedures should be interpreted and implemented.

## Main Duties and Responsibilities

### Reporting

- To produce new complex and sophisticated BI reports and to work with the divisional information teams and other customers to ensure these reports clearly and accurately communicate relevant information. This will include:
  - Liaising with internal and external customers to understand full BI requirements
  - Writing documents that summarise and confirm the reporting requirements

- Working with analysts to deliver the requirement using various database and report-writing tools as appropriate
- Reviewing completed projects with customers to ensure that the original requirements were met and to understand lessons for future projects
- To develop and lead on specific complex management information reports that support management decision-making, performance, planning and evaluation.
- To interpret and resolve highly complex statistical/epidemiological /information problems where there is no precedent and where other leading opinions may conflict
- To provide technical and operational leadership for the production of complex and sophisticated BI reports across the trust.
- To lead on the delivery of self-service for Business Intelligence
- To actively participate in regular meetings with information business partners and key divisional stakeholders regarding activity and income reporting.
- Support the development of activity and capacity models that support management decision-making, performance and planning.
- To have an expert understanding of the data items catalogued in the Data Manual and used in regular and ad-hoc reports, and how the trust's systems' fields relate to them.
- To act as an expert in the existing suite of reports
- Have an awareness and understanding of the Data warehouse structures and processes.
- Understand the key information requirements of external bodies.
- To plan projects, prepare plans, strategies for statistical/epidemiological/ information aspects of business area; contribute to planning and formulation of strategies for service.

## **Processes and documentation**

- To have an understanding of all key processes within the department so that the post-holder is able to provide business continuity in service provision. This will primarily be to provide cover in the case of extended absence in the department.
- To lead on the automation of regular processing and report distribution. You will be expected to show initiative in exploring current systems and proposing areas where there are significant benefits in rewriting processes
- To support the production of robust documentation by all team members. The documentation will cover all reporting work, including comprehensive procedures for all routine tasks performed within the department.
- To ensure that detailed and accurate documentation is produced and maintained for all areas of responsibility.
- To implement changes to policy e.g. new methodologies for analysis and interpretation of data.
- Support the smooth running of multiple systems for the generation of health related reports as a major job responsibility.
- To be aware of Agile and Scrum methodologies

## **Advanced Analytics**

- Lead for highly complex statistical process control reporting
- Support integration of advanced analytics into core business intelligence reporting

## **Communication**

- To present the results of highly complex BI work to non-information staff in clear and unambiguous ways.
- To liaise with key staff (e.g. Director of Planning & Performance, Senior Finance Managers, Divisional Managers) to ensure that reporting appropriately reflects performance.
- To communicate analytical/statistical/epidemiological results and issues to a wide range of internal and external staff, guiding them on a best course of action.
- To resolve queries and effectively deal with contentions around data quality issues with stakeholders.
- To develop and delivers formal, complex statistical presentations to large groups.

## **Indicator Development**

- To lead on the management and development of the Metric Framework
- To support on projects developing new performance indicators in response to changing requirements across the divisions
- To lead on the construction and delivery of indicators according to team processes, including definitions, data sources and target and tolerance setting
- To support the consistent reporting of quality and activity measures across the trust

## **Responsibility for human resources (HR)**

- Line management of Business Intelligence analysts.
- To supervise the work of staff where required by the Deputy Head of Business Intelligence
- Providing training, advice and support and participate in recruitment, induction, disciplinary and appraisal processes. To provide advice and guidance and to act as a mentor to junior members of staff
- To be aware of the training needs of team members. Ensure that appropriate training and development is provided to develop team technical capability
- To promote good teamwork between all information professionals.
- Be proactive in developing initiatives to promote staff engagement and great customer service.
- To meet regularly with the Deputy Head of Business Intelligence to set own and team work priorities, discuss training needs, appraise own performance, etc.

### **Freedom to act**

- To operate with large degree of autonomy in delivering BI reporting function in compliance with guidelines and principles reviewed regularly with Head of Reports.

### **Responsibility for research and development**

- To regularly undertake surveys, audits or research to support service development, eg audits of data quality
- To develop new methodologies for the analysis and/or interpretation of data.

### **Financial Responsibility**

- Authorised signatory for cash payments
- Monitors budget for own section or project

### **Other**

- VDU usage to support analytical and reporting work
- Frequent concentration required when analysing statistical information, writing reports, interruptions to answer queries
- Requirement to concentrate for long periods on complex data analysis.
- Occasional exposure to distressing or emotional circumstances when dealing with staff performance and disciplinary issues, project performance issues.
- Highlight, promote and report innovative approaches to education and training, particularly their impact on service
- Regularly test and review new concepts, models, methods, practices, products and equipment

### **General**

- To adhere to the UCLH Service Commitment "Making a Difference Together" and adopt a professional approach to customer care at all times.
- To comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times.
- To take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure.
- To take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage and to comply with the Trust's Standing Financial Instructions (SFIs).
- To be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act.
- To maintain confidentiality at all times.
- The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.
- You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

## Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

### We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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### We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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### We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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### We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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## Person Specification

Requirements	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
<b>Knowledge and Qualifications</b>						
Master's degree or equivalent experience within a healthcare information environment	✓		✓			
Specialist knowledge of data analysis and visualisation, statistical modelling and quantitative service evaluation techniques	✓		✓	✓		✓
Advanced understanding of acute activity recording and reporting, including: waiting lists, A&E, cancelled operations, SUS etc	✓		✓	✓		
<b>Experience</b>						
Minimum three years of experience in an Information Analysis role in an NHS or other healthcare information environment	✓		✓	✓		
Experience of working with relational databases	✓		✓	✓		✓
Experience of using and developing query tool functionality	✓		✓	✓		✓
Experience of using Power BI	✓		✓	✓		✓
Experience of using Epic BI stack, including developing Radar, Slicer Dicer, Reporting Workbench contents		✓	✓			

Membership of a relevant professional organisation (AphA, BCS, DAMA etc.)		✓	✓			
Experience of Team development on complex technical skills	✓		✓	✓		
Understanding of Agile and Scrum methodologies		✓	✓	✓		
<b>Skills and Abilities</b>						
Knowledge of information analysis and the use of information across the NHS acquired through degree or equivalent experience	✓		✓	✓		
Ability to interrogate databases using Advanced SQL	✓		✓	✓		
Ability to interpret complex data	✓		✓	✓		✓
Ability to convert data to management information	✓		✓	✓		✓
Advanced use of Power BI	✓		✓	✓		✓
Advanced use of MS Excel (macro level)	✓		✓	✓		
Use of R and/or Python for machine learning and predictive analytics		✓				
Ability to independently interpret the requirements of information users and present detailed, complex reports that can be understood by a wide audience.	✓		✓	✓		
Understanding of data quality issues and how these relate to the organisation as a whole	✓		✓	✓		



Understanding of the Acute Healthcare business environment	✓		✓	✓		
Ability to produce clear and comprehensive documentation for BI and data transformation processes	✓		✓	✓		
Understanding of sharepoint		✓	✓	✓		
<b>Communication</b>						
Ability to communicate effectively with staff at all levels	✓		✓	✓		
Excellent Oral and Written Communication Skills	✓		✓	✓		✓
Ability to train other performance and information staff in the use of information systems	✓		✓	✓		
Ability to communicate on issues which can be complex and multi-stranded.	✓		✓	✓		
Effective leadership of staff	✓		✓	✓		
<b>Planning and Organisation Skills</b>						
Ability to plan, prioritise and meet deadlines	✓		✓	✓		
Ability to take responsibility for own workload	✓		✓	✓		
Able to work alone as well as in a team	✓			✓		
Able to work unsupervised	✓			✓		
Ability to delegate work	✓			✓		

effectively						
<b>Other</b>						
Respect Confidentiality of Patient Information.	✓			✓		
Ability to work to high degree of accuracy.	✓			✓		
Ability to respond to dynamically changing circumstances.	✓			✓		
Ability to make judgements in situations which do not have obvious solutions.	✓			✓		
To treat other staff members and patients with respect	✓			✓		
Understanding of Data Protection Act	✓			✓		
Understanding of Caldicott Guardian Rules	✓			✓		
A commitment to promoting equality and diversity in the workplace and in service delivery and development	✓			✓		
Commitment to and evidence of continued personal development.	✓			✓		

A= Application Form

I= Interview

R-References

T/P=Test/Presentation