Job Description and Person Specification

University Hospitals Sussex
NHS Foundation Trust

Job Description

Job Title	Senior Information Analyst
Band	7
Hours	37.5 hours (core hours over 5 days)
Department	Clinical Outcomes & Effectiveness
Division	Corporate
Location / Hospital Site	Brighton & Worthing (may need to travel to other sites)
Responsible to	Portfolio Lead for CO&E/Quality Improvement/Analytics
Accountable to	Director of Clinical Outcomes & Effectiveness
DBS Level	Not Required
DBS Barring	N/A
DBS Workforce	N/A

Role Summary

The Clinical Outcomes & Effectiveness Senior Analyst will have responsibility for developing performance reporting and information analyses to support the objectives of the Clinical Outcomes & Effectiveness corporate portfolio. A key element of this role is ensuring people have the right information available for resolution of business issues and Quality Improvement initiatives. The role will work closely with the corporate team and clinical divisions to provide expert advice and guidance on statistical and information matters including the development of health related datasets and information that will shape the Divisional and Trusts business intentions. They will specialise in areas of clinical information to support ad-hoc requests, contract management, performance monitoring, service redesign, population demographics, needs assessment across a particular healthcare delivery setting. The post holder will support the Clinical Outcomes & Effectiveness Director in the formulation of a plan to add strategic direction to their planning and enable them to plan work into a schedule to support their work across the portfolio. The postholder is expected to;

- take the lead role in the development, management and provision of an effective and responsive information and data analysis service within the Clinical Outcomes & Effectiveness corporate function.
- provide expertise in the collection, analysis, interpretation and presentation of information on performance, activity modelling and delivery of local and national strategic objectives.
- be responsible for developing and maintaining a broad portfolio of routine and ad-hoc information, analysis and reports as requested by the work plan and Director of Clinical Outcomes & Effectiveness across the function
- lead on the development and maintenance of information databases and associated extract routines, ensuring data quality and data integrity are preserved.

Key Working Relationships

The post holder is required to have effective working relationships with a wide range of staff across the trust and with the following groups, in particular;

- Clinical Outcomes & Effectiveness Team

- Colleagues in the Performance and Information, Informatics, Finance and H.R. departments.

- Executive directors, operational managers, clinicians and other staff across the organisation.

- Colleagues in Clinical Commissioning Groups, NHS England, local authorities and other stakeholder organisations.

- Third party information system suppliers.

- Contact with other agencies as necessary.

Structure Chart
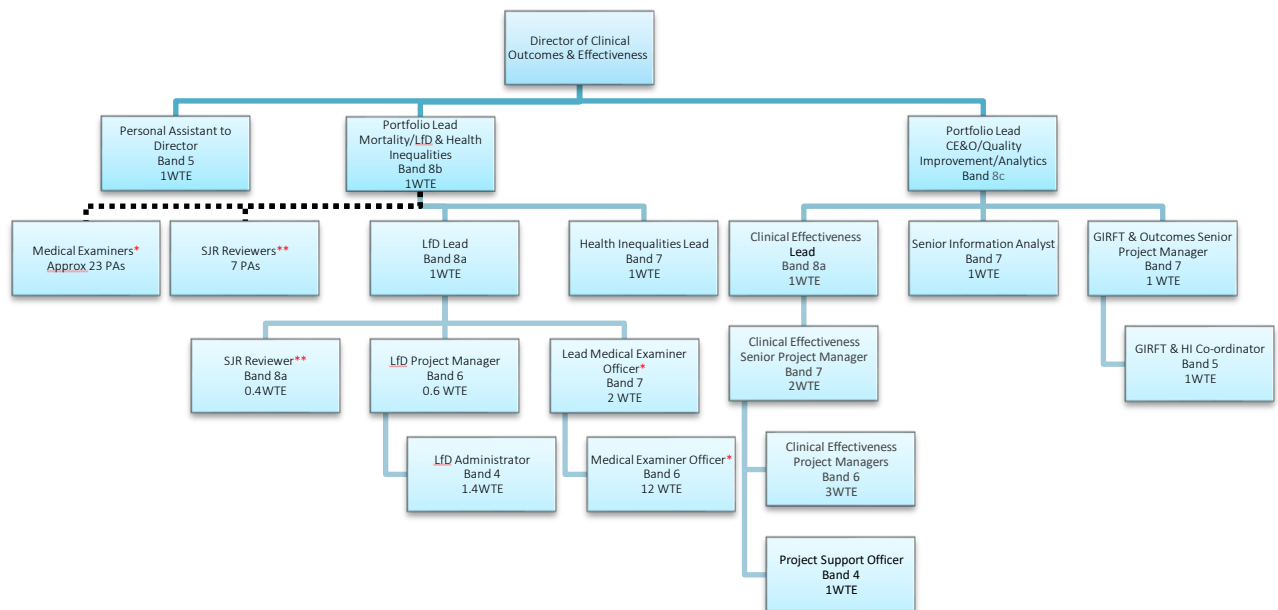
Main Duties and Responsibilities

Communication

- To be a senior analyst for a number of information work streams and/or departments, attending regular meetings and working closely with Clinical Outcomes & Effectiveness team, divisional clinicians and managers to identify information requirements.

- To present and report performance and other highly complex information verbally and in writing, adjusting presentation styles to meet the requirements of different audiences. This will include both regular and ad-hoc reports.

- To ensure routine and regular contact with Clinical Outcomes & Effectiveness team and departmental managers relating to their department's performance.

- To participate in project teams and attend meetings and committees, providing expert advice on issues with an information dimension.

- To support staff in the correct use and interpretation of information and reports. This may include one to one or group training and the provision of written documentation or guidance.

- Negotiating and collaborating with colleagues in other departments e.g. I.T. and Information Governance, where appropriate as well as external agencies working with the Clinical Outcomes & Effectiveness portfolio

Service Delivery and Improvement

- To extract, manage and analyse complex data sets using SQL databases, MS Excel and other data analysis tools.
- To consult, assess and interpret trust, department and individual's information requirements and develop appropriate reporting solutions, undertake analyses or provide advice as required.
- To proactively analyse trends and identify exceptions on a wide range of performance measures and to alert responsible managers when necessary.
- To forecast and model activity, demand, capacity and waiting lists and other complex information in relation to performance targets, service and business planning.
- To develop reporting solutions using advanced functions in MS Excel e.g. SQL integration and VBA automation to provide better insight for information end-users.
- To lead on the development of performance indicators and other information to support service improvement at both a corporate and divisional level.
- To prepare, monitor and analyse an extensive range of performance information to agreed specifications and timescales e.g. Referral to Treatment and Cancer Waiting Times standards.
- To make use of appropriate clinical and productivity benchmarking metrics from resources such as HED or Dr Foster and the Model Hospital to provide additional context and insight to support the delivery of planned care.
- To become familiar with and make use of any other NHS and non-NHS benchmarking tools as they become available to support the work of the Clinical Outcomes & Effectiveness portfolio.
- To collaborate with the benchmarking and external organisations (e.g. HED, NICE, HQIP, NCEPOD, and others) engaged with the Trust in modules relevant to the Clinical Outcomes & Effectiveness Portfolio e.g. mortality and learning from Death,
- Clinical Audit, Clinical Guidelines, GIRFT, Health Inequalities, Population Health, CQUINs and others
- To support the Director of Clinical Outcomes & Effectiveness in providing documents such as assurance reports, annual planning, annual audit, annual reports, Quality Account, and others.

- To provide assurance on the quality of information provided through the application of routine data quality tests and checks, liaising with relevant teams where problems have been identified in the source data.
- To assist in development and publication of departmental performance indicators.
- To effectively plan and manage own workload and that of immediate reports to ensure core objectives are met while ensuring individual wellbeing is not adversely affected.
- To participate in projects to implement new or enhance existing systems and ensure continuity and integrity of critical information in the transition to these.
- To contribute to trust-wide and departmental service improvement projects, working alongside colleagues in other teams to ensure project objectives are delivered on time.
- To understand current NHS performance management frameworks and information requirements and to be aware of and advise on the impact of future developments.
- To develop a good working knowledge of benchmarking, balanced scorecards and other performance frameworks and to provide specialist advice and support on their application within the Trust.
- To co-ordinate, the collation, validation and submission of mandatory data returns for the Department of Health, Sussex ICS and ICB.
- To produce standard operating procedures for all regularly extracted datasets/reports so that service can be maintained when post holder is absent.
- To assist in the production and implementation of departmental policies, procedures and service changes.

People Management and Development

- To supervise and/or line manage other colleagues as the portfolio develops in line with business cases.
- Responsible for ensuring designated team members are trained to provide cover for the work programme during leave, for developing resilience within the team for information analytical work.
- Share and train colleagues as required within the team.

Patient Care Delivery

- Not directly involved in patient care delivery but supporting colleagues who are involved.

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager.

- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.
- Accountable for training and developing other team members within the Clinical Outcomes & Effectiveness team in relevant data and information analytical processes and software used within the portfolio to ensure appropriate resilience within the team for the work plan

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

'excellent care every time'

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:
- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through.
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.

The philosophy behind this is centred on:

- Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality.
- The patient being at the heart of every element of change.
- Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and "where better never stops".
- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop.
- Encouraging frontline staff to lead the redesign processes.
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures.

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	Standard Keyboard skills, Sitting in a restricted position for some of working day Ability to work across site as dictated by the needs of the role
Emotional	Personable/approachable and able to deal confidently and tactfully with all levels of staff. Remain calm and professional in a busy working environment with staff resistant to change
Mental	Frequent requirement to concentrate in the production of spreadsheets such as for analysing statistics, writing reports and narrative to support plans etc. Subject to frequent interruptions for advice, queries etc.
Working Conditions	Standard office conditions. Requirement to work across sites as the role dictates. Frequent use of VDU

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential	Application form (AF) Selection interview (I) Assessment (A)	**Desirable**	Application form (AF) Selection interview (I) Assessment (A)
Professional Registration	**None**			
Experience/ Qualifications	**Degree level or equivalent** **Evidence of on-going personal and professional development** **Demonstrable experience of healthcare informatics analytics** **In-depth knowledge and understanding of mandatory reporting requirements, NHS data standards and definitions** **General understanding of the NHS, performance measures and governance systems**	**AF & I**	**Management qualification or equivalent experience** **Qualification in project** **Postgraduate qualification in relevant area** **MSCA in BI reporting** **Experience of IBM Cognos – writing reports; using cubes** **Knowledge of NHS**	**AF & I**

	Experience of 3rd party analysis tools such as HED and Dr Foster		contracting & payment by results	
	Experience of working within a data / information management environment or NHS informatics function Experience of extracting data from local PAS and EPR solutions.		Experience of working in an acute hospital setting	
			Knowledge of medical terminology	
	Experience of communicating complex issues and data concepts to a range of people and large groups of staff		Experience of completing and submitting mandatory returns	
	Advanced knowledge and competent use of Patient Administration Systems and other HealthCare IT systems; all Microsoft Office packages especially Excel, PowerPoint and Word		Experience of teaching	
			Experience of working with data from the Silverlink PAS and Allscripts EPR	
	Experience of managing projects			
	Knowledge of Data Protection Act and information governance requirements			
	Experience in use SQL database technologies to query data (preferably SQL Server			
Skills	Statistical analysis skills	**AF & I**	Advanced modelling skills (e.g. demand and capacity)	**AF & I**
	Ability to interpret users needs	**AF & I**		
	Evidence of having undertaken own development to improve understanding of equalities issues	**(I)**		
	Able to organise/prioritise own workload and workload			

	of others. **Excellent communication skills - written and verbal (including presentation skills & formal report writing) – able to identify key points from complex issues and explain them appropriately and with clarity.** **Excellent numeracy, analytical and interpretive reporting skills** **Excellent Microsoft Excel skills** **Able to operate consistently at high-level summary as well as detail level. Structured, diagnostic approach to finding solutions to complex data issues.** **Able to identify and embrace change in the drive towards continuous improvement.** **Statistical Process Control chart skills**			
People Management and Development	**Experience of managing, coaching and mentoring staff.** **Experience of supervision and appraisal, performance monitoring**	AF & I		
Equality, Diversity, and Inclusion	**Evidence of having championed diversity in previous roles (as appropriate to role).**	(I)		
Specific Requirements	**Self-motivated with the ability to work under pressure and deliver to tight timescales.**	**AF & I**		

	Able to prioritise commitments			
	Able to work within a team and using own initiative.			
	Strong interpersonal skills with the ability to communicate at all levels and to build constructive relationships based on shared understanding with colleagues and stakeholders.			
	Reliable			
	Diplomatic and acts with integrity.			
	A "Can-do" attitude			
	A patient-centred & customer-centred			
	Prioritise and manage own workload.			
	Ability to monitor and manage multiple initiatives and deliver projects to tight deadlines.			
	Good understanding of technology			
	Able to travel across the sites within the Trust			
Freedom to Act	**Works on own initiative within Trust policies.** **Expected to work independently & autonomously with awareness of boundaries.** **Responsible for own professional actions and have sufficient autonomy for the delivery of the role.**	AF & I		

	Is a lead specialist in field.			