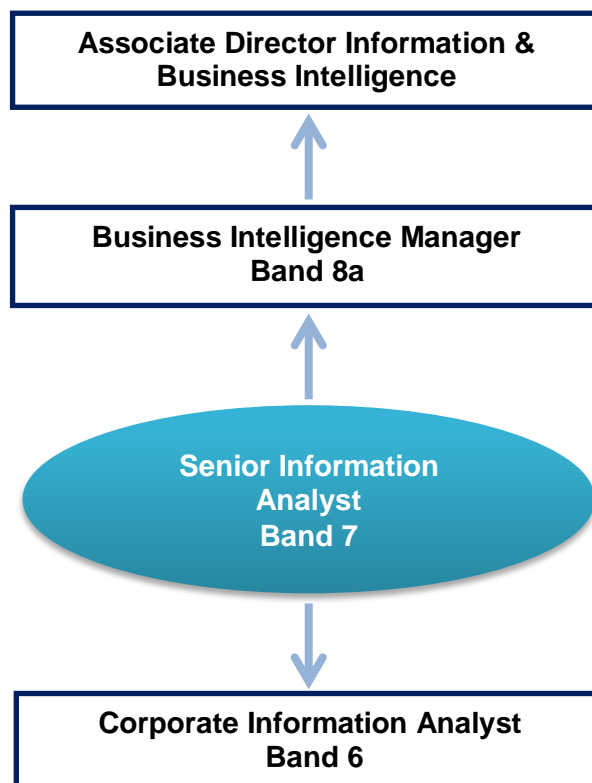




# Welcome to the Countess of Chester

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## Senior Information Analyst Band 7



# Your opportunity

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## Job Summary

The post holder will be responsible for providing information support to the Trust, ensuring that systems are in place to deliver information that is accurate and complete, within agreed timescales, to meet internal and external requirements.

This role will develop and support the development of reporting across multiple reporting tools (eg Power BI and other visualisation tools)

They will utilise their wide range of advanced Business Intelligence skills to manage, implement and maintain advanced information and reporting solutions.

They will act as support to junior team members and also a technical expert to pro-actively resolve issues and support development using high levels of knowledge and experience.

The post holder will be expected to work proactively using their initiative to meet the key deliverables and to be responsible for the delivery of a high quality, professional service to the customer-base.

They will ensure the data management processes result in the highest possible data quality and completeness that will support the information needs either through direct access to the data or through other business intelligence and reporting systems.

Drive forward the data science strategy within the Trust in order to create a data driven health culture.

The post holder will ensure data completeness, data accuracy and consistency in interpretation of definitions.

The post holder will be expected to work autonomously, be innovative, delivering work to a high standard within tight deadlines.

The list below is to outline the main duties involved however, this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are delivering Safe, Kind and Effective care.

## Communication & Relationships

1. Act as an ambassador for the Informatics service by developing and maintaining excellent working relationships with users across the organisation to deliver a high quality, standard IM&T culture to achieve local requirements and national targets.
  2. Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of internal and external staff as required.
  3. Experience of creating and giving presentations to a varied group of internal and external stakeholders.
  4. Ability to analyse very complex issues where material is conflicting and drawn from multiple sources.
  5. To be able to communicate and convey complex data related problems & solutions with non-technical users at a level they understand.
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6. The post holder will liaise and work with all other key departments to understand complex requirements and also deliver to department team members.
7. The post holder will liaise with senior managers, operational managers and other Informatics staff working across various departments.
8. The post holder will liaise with colleagues in the NHS, Local Authorities and other health communities where required.
9. The post holder will liaise with private sector organisations and software suppliers.
10. Provide technical reporting knowledge and advice to other members of the team and to Trust staff.
11. Work closely with third party suppliers and trust staff at all levels to ensure the information needs of the Trust are met and any issues identified are resolved in timely manner.
12. To act as an expert in the Information field on behalf of the Trust, able to assess and interpret complicated and conflicting information issues which may require a high level of negotiation and communication skills to cope with highly complex & conflicting situations.

### **BI Design & Development**

1. Utilise various local and national systems, containing patient level and other NHS related data, to extract core datasets to meet routine and ad hoc information requirements.
2. Continue the development of BI solutions. Participate in the development, maintenance and refinement of BI reports, dashboards and applications across a variety of software platforms (Power BI, SSRS, Excel) in order to analyse and present highly complex and specialised information to the Trust.
3. Implement national information policies, for example in response to Information Standards Notices, adjusting information procedures and information systems to meet their requirements and to allow for agreed local variations where necessary.
4. Work within the full development life cycle to plan, test and implement BI solutions, ensuring that source and version control is maintained and that all solutions have high quality documentation.
5. Create advanced analytics using data science techniques to support the Trust and operational managers to provide improved patient care.
6. Support the creation of predictive models and risk stratification.
7. Lead on own development projects, from inception to conclusion, including liaising with customers.
8. Create, validate, maintain and provide new information reports and systems from the Trust's EPR solution.
9. Ensure all procedural documentation is reviewed and updated regularly and includes version control.
10. Adhere to coding standards and methodologies.
11. Investigate and analyse highly complex data with multiple, sensitive outcomes.
12. Provide specialist knowledge and expertise across many areas of NHS information and policy.
13. Independently monitor, investigate and resolve data quality issues.
14. Build strong effective working relationships inside the organisation.
15. Liaise with external software suppliers to integrate new feature/updates in to existing reporting systems.
16. Design and recommend improvement measures and set up reporting mechanisms to capture relevant data on the required basis.
17. Lead on translating complex business rules and clinical data and information needs into the design and implementation of technical specifications.
18. Lead on developing reporting systems that provide accessible information and data for decision making.

19. Manage, improve and maintain the Trust's BI Tools, requiring frequent concentration for extended periods.
20. Promote and provide support, knowledge transfer and training of the use of the Trust BI Tools.

### **General Management Responsibilities**

1. In the absence of the Business Intelligence Manager co-ordinate activities of the Information services team.
2. Attend relevant senior management meetings within the Trust.
3. Working as part of a resource matrix, with other staff from other areas of COCH and third parties to ensure the successful completion of assigned projects.
4. Line managers have a responsibility to check in regularly with staff and recognise stress symptoms, know how to access support and promote the health and wellbeing of their staff.
5. All employees of the Trust have the responsibility to comply with the Trusts Infection Prevention and Control policies and procedures at all times. Strict adherence to effective hand hygiene is essential.

### **Planning and Training**

1. The post holder will contribute to the priority setting of projects and Business Intelligence Strategy, providing specialist knowledge and advice on impact of any changes for the team, Trust and wider health system.
2. Provide support in the form of coaching and training sessions to colleagues within the organisation, including the access and interpretation of data and information.
3. Provide training and advanced technical expertise of Information systems and analysis tools to support the various technical and analytical teams within the Trust.
4. The post holder will ensure the continuous availability of Business Intelligence services across the organisation through strong operational management and business continuity planning.
5. The post holder will implement local policies and procedures for Business Intelligence processes for the team and other relevant Informatics teams.
6. The post holder will be responsible for the management and development of team standard methodologies and quality standards of performance as appropriate.
7. The post holder will assume responsibility for agreed areas of work as the Senior Information Analyst
8. The post holder will be responsible for the transition from project work to operational status and ensure that the work is scheduled for regular extracts or processing.
9. The post holder will perform annual reviews of the software and hardware capabilities to anticipate requirements for improvements and upgrades.
10. The post holder will plan projects relating to the Business Intelligence team in order to improve or develop the service or maintain existing performance.

### **Data Quality and Information Governance**

1. Handle sensitive and personal information in a manner that complies with the department's data confidentiality obligations (e.g. Information Governance, General Data Protection Regulation, Caldicott Guidelines).
2. Produce and safeguard sensitive and confidential data for ad-hoc requests.

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3. Support the data quality responsibilities of the Business Intelligence projects through the identification of data anomalies, provision of appropriate analyses and participation in investigations / audits. Ensuring that any issues are recorded and followed up.
  4. Ensure all technical processes and interfaces are documented and version controlled.
  5. Support monitoring and identification of data quality issues and escalate to the relevant parties.
  6. Ensure data structures are compliant with all NHS information directives.

<b>Team Responsibilities</b>
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1. The role includes direct line management of one or more Information Analysts.
2. To work closely with Data Warehouse team colleagues in supporting reporting requirements.
3. To cover duties of other members of the team in times of absence.
4. To contribute to regular team meetings and provide regular updates and progress reports.
5. To offer mentoring and support to other members of the Team/Department when required
6. The post holder will delegate work to junior team members.
7. Line managers have a responsibility to check in regularly with staff and recognise stress symptoms, know how to access support and promote the health and wellbeing of their staff.
8. You have a responsibility to respond to any safeguarding children or adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate and the relevant safeguarding lead within the Trust.

# Person specification

	Essential	Desirable
<b>Qualification</b>	<p>Educated to degree level in Informatics related subject or equivalent experience.</p> <p>Evidence of continued professional development.</p> <p>Significant &amp; extensive experience in field of work.</p>	<p>Post graduate level of education in a digital service/mathematical discipline.</p>
<b>Knowledge and experience</b>	<p>Experience of manipulating large and complex data sets.</p> <p>Substantial experience of querying databases using SQL and appraising the queries of others.</p> <p>Extensive experience with Microsoft Word, Excel, PowerPoint and Outlook.</p> <p>Advanced data manipulation skills e.g. Power BI.</p> <p>Analysis and interpretation of information and ability to translate into easily understood messages.</p> <p>Experience of investigating and analysing complex Business Intelligence problems and recommending appropriate and effective reporting solutions.</p> <p>Specialised knowledge and expertise in data mapping information systems to national minimum data sets.</p> <p>Experience within a Business Intelligence function.</p> <p>Significant experience developing, mapping and documenting critical business and technical processes.</p> <p>Experience of managing staff in a technical team providing a customer focused service.</p> <p>Proven ability to multi-task working.</p> <p>Able to deliver to tight deadlines.</p>	<p>Knowledge of NHS performance management systems and processes (e.g. statutory returns).</p> <p>Established knowledge of NHS data flows and definitions.</p> <p>Knowledge of statistical techniques.</p> <p>Experience of using statistical tools e.g. R.</p> <p>Project Management experience through the full life-cycle of major Informatics Projects.</p> <p>Advanced level of specialist understanding of NHS Data sets and definitions.</p> <p>In-depth knowledge of NHS Information and IT policies / agenda.</p>

<p><b>Skills and abilities</b></p>	<p>Ability to interpret complex reporting requirements and then plan and organise reporting solutions.</p> <p>To present and communicate complex Data Warehouse solutions to various key stakeholders in a meaningful way.</p> <p>Ability to digest complex policies, documents, business cases, information and convey the key elements in a readily understandable fashion at all levels.</p> <p>Ability to work under pressure dealing with changing and sometimes conflicting priorities.</p> <p>Motivated with a 'can do' attitude and ability to work under pressure within tight deadlines.</p> <p>Able to plan and organise major specialist projects and to work effectively and adapt the plans to cope with changing circumstances.</p> <p>Advanced skills for interpreting and analyzing national guidance &amp; requirements.</p> <p>Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.</p> <p>Numerate and able to understand complex financial issues combined with deep analytical skills.</p> <p>Ability to act as an expert in the Informatics Service Delivery on behalf of the Trust, able to assess and interpret complicated and conflicting issues which may require a high level of negotiation and communication skills to cope with highly complex &amp; conflicting situations.</p> <p>Ability to act as mentor for junior team members as to pro-actively resolve issues and assist with support and development issues as required, using high levels of knowledge and experience.</p>	<p>Expert skills in managing, developing and supporting complex multi-stranded Informatics systems.</p>
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	Able to directly supervise a large team including recruitment, appraisal and work monitoring.	
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## Occupational health

	What you need	Conducted by	Essential
Health screening	Paper documentation and health assessment	Occupational health nurse	Yes
Maintenance staff immunity required	Hepatitis A	Occupational health nurse	Yes, vaccination recommended
Please note that the above may vary dependent on job role and risk assessments. Should you need further clarification please contact the Occupational Health Department on 01244 365045			

## Our culture

### Our vision

We will improve the lives of our community and provide excellence in health and care, through partnership and innovation.

### Our values

Our Trust values and behaviours guide the way we do things. Our values are:

- **Safe:** Avoiding harm and reducing risk to all
- **Kind:** Considerate and non-judgemental
- **Effective:** Consistently maximising resources to deliver excellent and reliable care.

### Our behaviours

We expect our staff to demonstrate the following behaviours:



