

JOB DESCRIPTION

JOB DETAILS

Job Title	Principal Business Intelligence Analyst
Reports to	Business Intelligence Manager
Band	Band 7
Department/Directorate	Business Intelligence

JOB PURPOSE

The postholder will be responsible for leading a team of analysts providing information requirements, analysis, and report generation to support the Business Intelligence Shared Service in delivering against its policy, strategic and operational objectives. This will require strong analytical and statistical skills/knowledge with experience of stakeholder management and analytics delivery for operational, performance and planning decision support.

The Business Intelligence Shared service is hosted by the Royal Devon University Healthcare NHS Foundation Trust (RDUH) and is composed of teams supporting NHS Devon ICB and the RDUH. The service aspires to provide analytics that support high quality, cost effective, integrated health and social care services in order that the community may live as healthily and independently as possible. The use of accurate and timely information is a fundamental component of the support services needed to realise this vision.

This role will provide a comprehensive healthcare analytics and reporting service to support the business and operational needs of the RDUH or ICB. This will include production of regular and statutory reports and ad-hoc information requests for hospital management and clinical teams within the Trust, and for Integrated Care Boards (ICBs), NHS England, and other regulatory bodies. The RDUH Business Intelligence Team is responsible for producing approx. 250 regular and statutory reports on daily, weekly, monthly, quarterly and annual frequency. An additional 100 ad-hoc information requests are received per month.

The postholder will provide line management and support to business intelligence analysts within their area, including undertaking appraisals, training and recruitment

The postholder will provide leadership and specialist advice and guidance to users on content and interpretation of national and local guidelines and support the development of reporting, analysis, and dashboarding for all customers including clinicians, service managers, and directors via Power BI.

This will include obtaining relevant performance and benchmarking data from various internal and external sources, and conducting analyses to identify performance issues and/or improvement opportunities.

The post holder will fulfill all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager will be expected to travel as required to other sites.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Take lead responsibility for a key work area. This involves developing and maintaining an indepth specialist knowledge of the information systems used to report on and monitor complex areas. It also involves investigating alerts raised by external bodies, reviewing and presenting data for discussion with senior Trust staff and clinicians who may require guidance and advice

on the appropriate action to take. It also involves production of detailed, comprehensive reports which the postholder may need to present.

- Responsible for the collection of data from various sources and the monitoring of a wide range of performance metrics within the key work area. This will require dialogue with the relevant departments to ensure that the data collected is accurate, timely and in line with NHS definitions. The postholder will be key in identifying trend anomalies and investigating these in conjunction with the relevant departments to determine whether corrective action is required. Information used will frequently be highly complex or sensitive.
- Responsible for the production of specific statutory and other mandatory data returns required by NHS England and other regulatory bodies on a daily, weekly and monthly basis.

- Ensure timely submission of statutory returns using the appropriate collection mechanisms e.g. via the Strategic Data Collection Service portal.
- Produce regular reports for hospital managers, clinicians and others to support the business, finance, performance and clinical needs of the Trust.
- Ensure regular reports are produced and distributed in an accurate and timely manner ensuring agreed timescales for distribution are met.
- Implement any changes to procedures or service delivery required as a result of legislative or national /local policy changes.
- Develop automated processes where appropriate for regular report production in order to improve efficiency, accuracy and consistency.
- Identify areas in existing processes which could be adapted or improved and propose solutions to address these issues.
- Ensure that all procedures are fully documented and regularly reviewed to ensure continuity of service provision during periods of absence.
- Investigate the potential for expansion of performance information into areas not currently reported routinely, and develop new key performance indicators and monitoring systems as required.
- Promote the use of information across the Trust so that it is recognized as an enabler for identifying and monitoring improvements.
- Provide information as required to comply with requests under Freedom of Information, Access to Records and Data Protection legislation.
- Develop, populate and maintain medium and long-term planning models in conjunction with the Head of Business Intelligence and Business Intelligence Managers as required as part of the national planning process. Involvement includes both production of accurate data and ensuring operational managers fully understand the information.
- Support the operational teams in the capacity and demand modelling process within the Trust as required, using both nationally developed models and internal solutions, for a specific area.
- Acquire, maintain and develop own knowledge of NHS data structures, Trust information systems and reporting systems used. An expert knowledge of data definitions and their application is essential.
- Exchange knowledge and experience with other team members and where appropriate provide training and advice on own area of expertise.
- Keep own knowledge up to date with respect to changes in policies or procedures and ensure that changes are implemented locally as appropriate.
- Develop and maintain high standards of customer service.
- Represent the department at meetings where specific input is necessary.
- Deputise for the Business Intelligence Managers as required at meetings in order to support operational managers and clinicians in the achievement of key targets.
- Be aware of and work within the policies and procedures adopted by the Trust.
- Attend mandatory training relevant to the post as specified by the Trust.
- Participate in the annual Development and Review process, using the Personal Development Plan to highlight potential training requirements.
- Respect the confidentiality of all matters they may learn relating to patients or other members of staff. Respect the requirements of the Data Protection Act 1998.
- Undertake any other duties not specified within the job description but within the general scope of the post as determined by the Head of Business Intelligence.

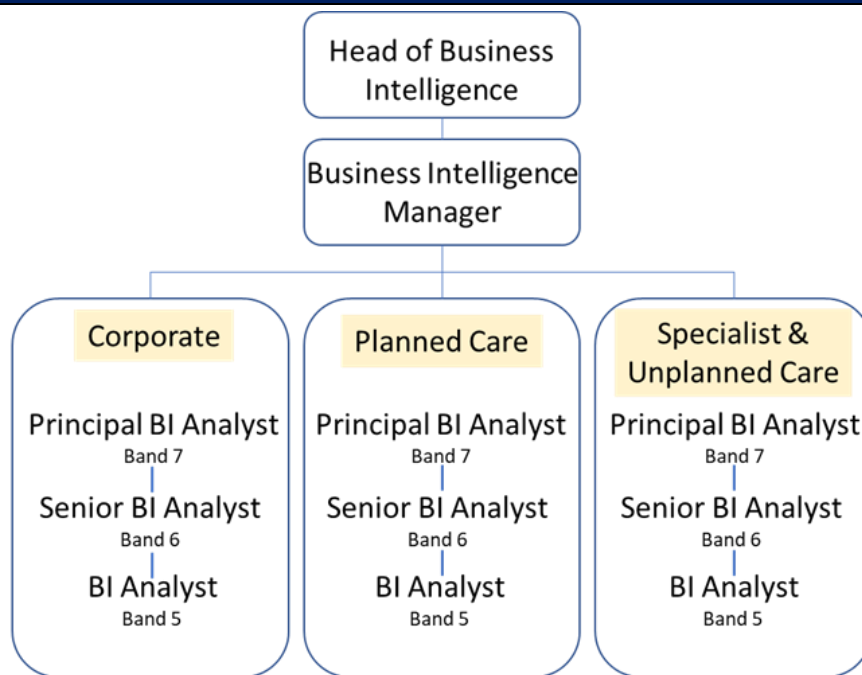
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • • Operational Management Teams • • Executive Directors • • Clinicians & Ward staff • • Epic technical experts e.g. Cogito, • • EPR • Clinical Coding • Data Quality • Information Governance • Finance • ICB Business Intelligence team 	<ul style="list-style-type: none"> • • Devon ICB • Other hospitals • NHS England • Devon County Council • GP Practices

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will work to achieve agreed objectives, and will have the freedom to execute these duties in their own way, acting within broad professional policies.
- The post holder will lead various areas of work and will regularly advise organisational staff on information issues without reference to line manager.
- The postholder will contribute to the setting of standards for staff within this area and working with their line managers to establish how professional and administrative policies and national guidance should be interpreted and implemented. They will have responsibility for implementing these changes, but the standards and interpretation is completed by the senior management of Business Intelligence.

COMMUNICATION/RELATIONSHIP SKILLS

- To acquire and maintain detailed knowledge of the analytical tools supporting Business Intelligence activities
- Liaise and communicate effectively with colleagues, systems users plus internal and external contacts as required with highly complex queries.
- To explain and aid understanding of performance issues (including the wide-ranging scale and scope of performance measures) and other highly complex patient flow analyses to a wide range of audiences including Care Group Managers, Trust Directors, specific staff groups, Health Community wide working groups. This will require the explanation of a range of analytical and statistical techniques. It also includes the ability to influence senior colleagues when required, for example to undertake clinical reviews of patient care.
- Follow and contribute to agreed policies and processes.
- Produce and maintain effective documentation following agreed standards.
- Motivate and support users who are reluctant to use new technology.
- Support a range of project activities as directed.

ANALYTICAL/JUDGEMENTAL SKILLS

- Undertake detailed, highly complex analysis and validation of various types of data to inform assessment of performance of complex organisations and help identify opportunities for improvement.
- Identify, analyse and evaluate highly complex data quality issues which may impact on information provision and, through experience, judge whether action needs to be taken in terms of user input correction or whether further investigation is required to understand outcome variations. Follow up data quality issues with relevant teams. May require post-holder to suggest changes to working practices both within own department and Trust-wide as a result.
- The postholder will be assigned an area to become the Trust expert and will advise senior colleagues on the development of reports and investigations within this area, and on the impact of proposed changes in practice in recording and reporting data.
- Bring to the attention of the Head of Business Intelligence any serious matters relating to data quality.

PLANNING/ORGANISATIONAL SKILLS

- Prioritise and manage tasks on a daily basis, responding quickly and appropriately to issues, escalating if necessary to senior manager. This may require the formulation and adjustment of plans as required to meet deadlines and maybe planned up to a year in advance.
- Plan and prioritise own workload, consisting of a number of complex activities, and adjust tasks or activities as the situation changes escalating if necessary.
- Manage the work of a specific area to meet deadlines using the departmental system for recording and managing data requests.

PATIENT/CLIENT CARE

- Patient contact is incidental but to provide assistance to patients and/or clients as required.

POLICY/SERVICE DEVELOPMENT

- Contribute to and design policies and procedures which impact beyond own area of activity for example good practice policies and procedures that are implemented Trust-wide in relation to healthcare analytics and reporting.

FINANCIAL/PHYSICAL RESOURCES

- The post has no direct budgetary responsibilities
- Responsible for monitoring productivity within teams to support with efficient use of resources
- Provide demand and capacity monitoring which has impact on budget setting process for other services
- Responsible for ensuring the correct use of departmental datasets in accordance with sound information management practices to avoid corruption of data or inappropriate access and use.

HUMAN RESOURCES

- To support the wider team in the absence of the Business Intelligence manager, including advice on workload management, absence and routine queries.
- Line management, mentoring and provision of support to junior analysts in a specific area including workload management and prioritisation to ensure efficient team-working and accurate reporting.
- Undertake appraisals for staff in specific area.
- Ensure statutory and mandatory training is up to date for staff in specific area, and develop and/or support training programmes where a need is identified by a team member.
- Participate in recruitment process for vacant posts as these occur.
- Complete return to work interviews for staff in specific area following any periods of sickness absence, referring any staff reaching the initial stage, as per the relevant policy to the Head of Business Intelligence.
- Train other team members in respect of data definitions, software usage and processes to ensure service continuity during the post-holder's absence.
- Provide cover for other team members during periods of absence. The post-holder therefore needs to keep abreast of tasks specific to other posts.

INFORMATION RESOURCES

- Play a lead role in the provision of a comprehensive ad-hoc information service to support the business and performance needs of the Trust. This may relate to data held in any systems, both administrative and clinical. To negotiate content and required format in depth to ensure the user obtains exactly the right information to fulfill their task – they may need to be persuaded to take a different approach where appropriate, especially if the content is highly complex. Results must be tested against other sources to ensure consistency wherever possible.
- Lead the provision of accurate datasets for external bodies for audit purposes, national benchmarking projects and to populate tools for use within the Trust, as and when requested within the required timescales. This will require the postholder to work closely with teams throughout the Trust to ensure that data collected is accurate and consistent with other related reports.
- Liaise closely with managers and clinicians in identifying information requirements. Interpret the information requirements of users and identify the most appropriate information source to satisfy those requirements. Ensure the end users understand the analytical and statistical content of reports and are using them appropriately to manage operational performance.
- Extract data from a variety of hospital information systems. Manipulate data using appropriate applications and present to the client in an agreed format.
- Where solutions do not exist within the organisation for a specific data collection, scope, develop and maintain bespoke information system to collect this data as required by national or local contract agreement or at the request of other teams.
- Responsible for the development and creation of regular reports on workflow, error reporting and resolution.
- Assist with the data quality assurance and testing of new and enhanced software and ensure that new/enhanced software is fit-for-purpose and understood.
- Continued personal development of knowledge and requirements to support changes in current software and the development of new software.
- Ensure that information reports are easily accessible and in a user-friendly format and that agreed deadlines are met.
- Work collaboratively with the Data Architecture Team to maximize the use of the local Data Warehouse.
- Take ownership of specific information systems/databases involving management of access, security, development, etc. as agreed with the Head of Business Intelligence
- Provide any necessary training or technical support to users of those information systems within the Trust.

RESEARCH AND DEVELOPMENT

- Participate in audit and research projects linked to core Trust applications to contribute to the improvement of patient care processes as required, including regular audits of data quality.
- Provide and advise clinicians and other Healthcare Professionals with complex data to support departmental audits, professional development and research studies as required.

PHYSICAL SKILLS

- Advanced keyboard skills.

PHYSICAL EFFORT

- Light physical effort. Computer and VDU use for majority of work time.
- Long periods of sitting.
- Travel between Trust sites will be required

MENTAL EFFORT

- Regularly and frequently required to concentrate for long periods of time when analysing reports, preparing policy and strategy documents, interpreting policy etc
- Concentration required when analysing IM&T issues, unpredictable interruptions to answer queries from colleagues.

EMOTIONAL EFFORT

- Infrequent exposure to health and treatment information relating to individuals the postholder may know.
- Moderate exposure to emotional or distressing circumstances linked to line management role, such as conduct, absence, and performance management issues.

WORKING CONDITIONS

- Office conditions, requiring VDU use most of the time. Travel to meetings off site is occasionally required.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Principal Business Intelligence Analyst
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to degree level in a numerate/quantitative discipline or demonstrable equivalent experience and competencies in relevant or similar roles.	E	
Educated to Masters level in a numerate/quantitative discipline or demonstrable equivalent experience and competencies in relevant or similar roles.	E	
Evidence of ongoing personal career development.		
Certified training in SQL and PowerBI or demonstrable equivalent experience and competencies in relevant or similar roles.	E	
Proven data modelling skills, including knowledge to build star schema, semantic layers and DAX.	E	
Additional qualifications related to Management eg ILM level 3 or related to Numerical/statistical/data or recognised professional IM&T qualification or working towards.		D
Epic Cogito Certification (must be willing to work towards certification within 1 year)	E	

<p>KNOWLEDGE/SKILLS</p> <p>Proven significant practical working experience within an informatics or analytical role and evidence working through several annual lifecycles in an information or performance related role/discipline</p> <p>Advanced Knowledge and understanding of Structured Query Language (SQL), Power BI and DAX and/or similar products.</p> <p>Detailed knowledge and experience of NHS data definitions and statutory reporting.</p> <p>Ability to interpret and provide expert advice on client's requirements and demonstrate a range of examples putting together a total package of various, different information elements to fulfil a specific reporting need.</p> <p>Knowledge and experience in using SSIS</p> <p>Proven advanced skills in using Windows based packages i.e., Excel, Word, relational databases and Reporting Services or similar products to an advanced level. Competent in using the Internet and information databases.</p> <p>Ability to analyse, interpret and present highly complex information from large data sets to a wide range of people including non-information staff, where responses may be challenging and influencing skills are required to achieve objectives.</p> <p>Experience in managing people</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p>
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<p>Understanding of NHS policies and performance targets</p>		<p>D</p>
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EXPERIENCE		
Proven end-to-end Power BI delivery experience	E	
Experience of building Star schema semantic layers and DAX		
Co-ordination of workload of staff based on organisational impact and national priorities.	E	
Proven track record of leading and working as part of a team as well as on own initiative	E	
Experience of managing complex queries, logging, answering and resolving in a timely manner escalating where necessary.	E	
Experience in dealing effectively with a range of queries from Clinicians, Directors, project leads and managers.	E	
Excellent organisational skills and prioritisation skills with evidence of ability to multitask work on many projects simultaneously, catering for interruptions and strict deadlines.	E	
Ability to undertake regular, non-routine informatics tasks.	E	
Evidence of being pro-active and able to identify opportunities for improvement		
Experience in line managing and mentoring junior staff including undertaking annual appraisals and objective setting	E	
Understanding of data protection principles such as Caldicott guidance	E	
Understanding of security and confidentiality within the NHS in relation to patient sensitive information.	E	
Evidence of providing training confidently to both internal and external users, for locally developed Information solutions and to Information staff when sharing expertise	E	

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<p>PERSONAL ATTRIBUTES</p> <p>Excellent interpersonal and communication skills (e.g. listening, empathy, ability to communicate clearly verbally and in writing).</p> <p>Presentation skills, including presenting complex information to large groups of staff.</p> <p>Ability to demonstrate a range of problem-solving skills.</p> <p>Good negotiation and influencing skills.</p> <p>Sensitive to others' expectations and reactions and ability to understand their differing points of view</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

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Willingness to train (teach others) and be trained (learn).	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required.	E	
Ability to organise pieces of work involving multiple inputs in a timely manner to agreed deadlines.	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				

Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	Y	X			
Challenging behaviour	Y		X		