

JOB DESCRIPTION

| JOB DETAILS | |
|------------------------|---|
| Job Title | Workforce Intelligence Analyst |
| Reports to | Workforce Intelligence Business Partner |
| Band | Band 4 |
| Department/Directorate | HR – Workforce Systems & Data |

JOB PURPOSE

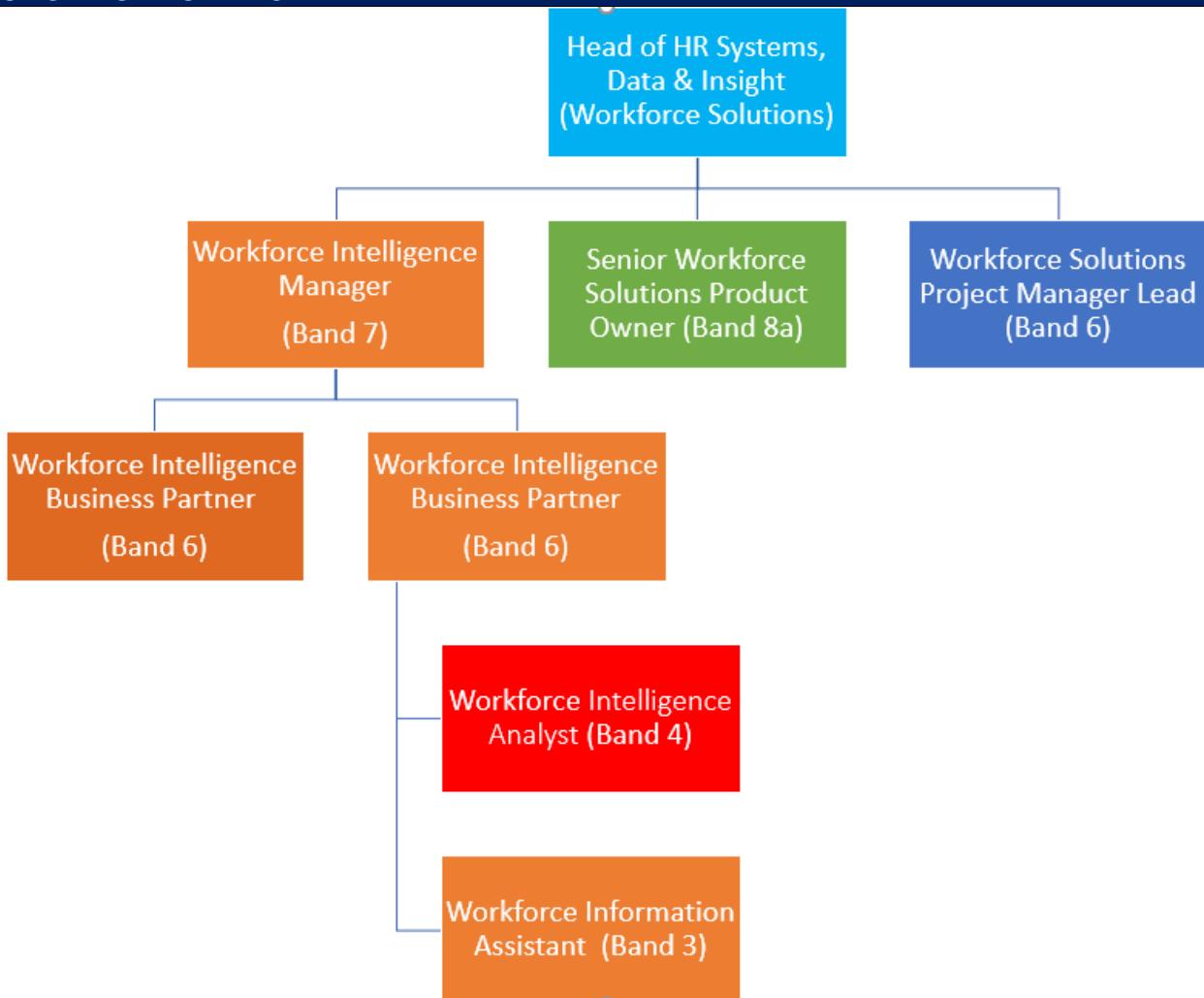
The Trust has implemented a number of national HR systems across the organisation including the national Electronic Staff Record (ESR), an e-rostering system, and a Learning Management System. The postholder will play a key role in the support and provision of data and information about our workforce to customers both within the Trust and for our regional and national stakeholders.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Be a key member of the support team for all workforce systems reporting, providing operational advice and guidance on the use of the systems.
- Maintain regular communication links to all levels of staff and managers to promote best practice and inform users of issues, upgrades and changes to the systems and to realise system benefits.
- Ensure information flows are appropriate and the data maintained within the systems are maintained to the Trusts and national quality standards.
- Achieving the timetables for the provision of information, whilst maintaining accuracy and the quality standards required. **These timetables may at such times as Trust or national deadlines dictate include an element of unsocial hours on weekends and public holidays (unsocial pay enhancements would be applied in these circumstances).**
- Ensure monthly, quarterly and annual workforce data returns, both internal and for national or regional bodies are submitted accurately and by stated deadlines.
- Liaising with Workforce Intelligence Business Partners and systems Product Managers to gain an in depth understanding of reporting from said systems.
- Escalate data quality issues and related risks to the Workforce Intelligence Partner and Product Managers.
- Participate in audit reviews and other initiatives as agreed.
- To undertake other duties as required

| KEY WORKING RELATIONSHIPS | |
|---|-------------------------------------|
| Internal to the Trust | External to the Trust |
| Head of Workforce Systems, Data and Insight | NHS England |
| Workforce Intelligence Manager | Integrated Care System – South West |
| Workforce Intelligence Business Partners | |
| Senior Workforce Solutions Product Owner and Product Managers | |
| AFC and Medical Rostering Teams | |
| Payroll and Recruitment Teams | |
| HR Absence Hub | |
| HR Helpdesk | |
| Divisional Managers | |
| Finance Department | |
| Administrative Services Managers | |
| Heads of Department | |

ORGANISATIONAL CHART



FREEDOM TO ACT

Standard operating procedures, someone available for reference. Works on own initiative supervisor available for reference. Autonomy of decision when allocating priorities against agreed team objectives.

COMMUNICATION/RELATIONSHIP SKILLS

Provide and receive complex or sensitive information; provide advice, instruction or training to groups. Provides and receives information on IM&T and sensitive data matters which must be treated under the guidelines of the law and matters which may be complicated; provides training in own area of expertise. Will be exposed to occasional challenging requests/behaviour to deliver conflicting priorities.

ANALYTICAL/JUDGEMENTAL SKILLS

Range of facts or situations requiring analysis. Analyses situations / information to identify and resolve a range of problems e.g. Data errors, User data problems, application problems, dashboard issues, data errors on data repositories, reports

PLANNING/ORGANISATIONAL SKILLS

Plan and organise straightforward activities, some ongoing Planning tasks and activities which may require adjustment due to variable workload / interruptions. Due to the nature of the role, frequent high priority request for complex sensitive data which will require balancing planned work activities and unplanned work activities.

PATIENT/CLIENT CARE

Incidental contact with patients.

POLICY/SERVICE DEVELOPMENT

Follows departmental guidelines and may be required to comment. / Implements Workforce Data policies, proposes changes to working practices and procedures to comply with new legislation and current GDPR legalities and data sharing guidelines.

FINANCIAL/PHYSICAL RESOURCES

Safe use of equipment other than equipment used personally; safe use of expensive equipment / Installation and/or repair and maintenance of physical assets

Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software / Installation, repair and maintenance of Data assets.

HUMAN RESOURCES

Day to day co-ordination of staff; provide practical training.

Allocates work to more junior staff in the section and provides training for staff from own or other disciplines on own subject area.

INFORMATION RESOURCES

Regular requirement to develop or create reports, documents, drawings.

Responsible for maintaining one or more information data products, this is a significant job responsibility.

Required to adapt, design information data products to meet specifications of others.

Interprets data, creates reports; designs, develops or programs and maintains data systems; maintains user data rights; Modification or creation of aspects of information systems e.g. Changing modules within a reporting system, IT systems.

RESEARCH AND DEVELOPMENT

Regularly undertake equipment/product testing, adaptation Testing of Workforce systems proposed for use within the organisation, including applications & hardware to ensure data credibility.

PHYSICAL SKILLS

The post holder will require developed physical skills / advanced keyboard use; developed physical skills where accuracy is important.

Inputting and manipulating data, information into computer databases, system; uses fine tools when working on Workforce systems

PHYSICAL EFFORT

Frequent sitting or standing in a restricted position; Frequent moderate effort for several long period's VDU use and keyboard activity.

MENTAL EFFORT

Frequent concentration; work pattern predictable. Frequent and prolonged concentration required when checking information and when answering queries from staff, customers as strategic and operational Trust decisions made on the data provided that have direct impact to patient safety.

EMOTIONAL EFFORT

Exposure to distressing or emotional circumstances is rare. Exposed to sensitive data and requests that requires high levels of confidentiality

WORKING CONDITIONS

Occasional unpleasant conditions; Use VDU equipment more or less continuously with high levels of care to large amounts of data requiring high levels of concentration.

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 (DES) if appropriate to role.

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 Trust's 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

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|-----------|--------------------------------|
| Job Title | Workforce Intelligence Analyst |
|-----------|--------------------------------|

| Requirements | Essential | Desirable |
|---|------------------|------------------|
| <u>QUALIFICATIONS / TRAINING</u> | | |
| <ul style="list-style-type: none"> ▪ Diploma level – or relevant experience ▪ Excellent knowledge of the MS Office Suite – specifically EXCEL | E | D |
| <u>KNOWLEDGE/SKILLS</u> | | |
| <ul style="list-style-type: none"> ▪ Experience in producing Excel reports from a range of systems and databases to exacting deadlines ▪ Previous experience and knowledge in the use of electronic rostering systems ▪ Knowledge of Connecting for Health and the implications on training/teaching to Primary and Secondary Care organisations ▪ Excellent planning and interpersonal and communication skills (verbal and written) | E | D D D |
| <u>EXPERIENCE</u> | | |
| <ul style="list-style-type: none"> ▪ An understanding of the workings of NHS ▪ Working with staff at all levels across a multidisciplinary team ▪ Previous experience working within the NHS ▪ Experience with using ESR and Allocate Healthroster | | D D D D |
| <u>PERSONAL ATTRIBUTES</u> | | |
| <ul style="list-style-type: none"> ▪ Self-motivator and ability to motivate others ▪ Intuitive and able to use own initiative ▪ Committed to develop self ▪ Flexible and adaptable to change ▪ Able to work unsupervised with excellent organisational skills ▪ Able to work accurately particularly when under pressure | E E E E | D |
| <u>OTHER REQUIREMENTS</u> | n/a | n/a |

| WORKING CONDITIONS/HAZARDS | FREQUENCY | | | |
|--|-----------|---|---|---|
| | 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 | N | | | |
| Mental Effort | Y | | | X |
| Emotional Effort | Y | | X | |
| Working in isolation | Y | | | X |
| Challenging behaviour | Y | X | | |