Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Business Intelligence Manager
Reports to	Head of Business Intelligence
Band	8a
Department/Directorate	Business Intelligence

JOB PURPOSE

The purpose of the role is to manage and lead an assigned Business Intelligence area, supporting the Deputy Director and Head of Business Intelligence in the delivery and development of a rigorous, responsive and effective service across the Trust. The post-holder will be responsible for providing high-quality, timely data, information, analysis, knowledge and decision support within assigned subject areas. This will enabling clinical, operational, corporate and senior leaders to monitor, understand and respond to trends in activity, performance, quality and patient safety, meet statutory and national reporting requirements, and improve healthcare delivery.

The post-holder will lead and coordinate complex analytical work and service developments, including operational performance reporting, statutory and contractual reporting, demand and capacity analysis, activity planning, modelling, forecasting, benchmarking. They will also be responsible for improvements to information systems, processes and data quality. This will ensure that outputs are accurate, transparent and compliant with relevant standards which will support identification and actions to address data quality and performance concerns. The postholder will also translate complex analysis into clear, accessible reports, visualisations and data stories that inform evidence-based operational and strategic decision-making.

The role will develop effective relationships with clinical, operational and corporate leaders across the Trust and with relevant system and national partners, acting as the principal Business Intelligence contact for assigned areas. The post-holder will contribute to senior operational and performance meetings, provide constructive analytical challenge, promote modern and effective reporting and data visualisation, manage relevant projects and teams, and deputise for senior Business Intelligence leaders when required.

The post holder will be responsible for analysts across the Exeter and Barnstaple sites.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The main duties and responsibilities of the post are to:

Data analytics and performance

Provide management, guidance and direction to the Business Intelligence team within defined areas of responsibility, including direct line management, staff development, workload prioritisation and the promotion of excellent customer service.

Support the delivery the Business Intelligence work plan and developing the future strategy, priorities and capabilities of the service.

Formally deputise for Business Intelligence leaders as required, at senior meetings, events and relevant local, regional and national forums.

Lead and project manage complex programmes of analytical work, including corporate and divisional performance, contract, activity, quality, patient safety and outcome reporting across planned, emergency and other care services.

Provide expert analytical advice, interpretation and challenge to senior managers, clinical teams and operational leaders, ensuring timely, meaningful and reliable information supports strategic and operational decision-making.

Lead the monitoring, investigation and analysis of performance, acting as a key part of the Trust's early warning mechanism by identifying emerging concerns, risks and opportunities and recommending appropriate action.

Coordinate the preparation and analytical assurance of the Trust's operational response to national and local performance requirements, working collaboratively with divisional, clinical, finance and corporate leads.

Planning and analytics components
Lead demand and capacity analysis and the design, development, maintenance and interpretation of medium- and long-term activity and capacity models, using appropriate tools and techniques to support operational planning, business planning and strategic scenario appraisal.

Ensure planning models are robust, flexible and transparent, with clear assumptions, version control and audit trails, and engage clinical and operational teams to secure understanding, confidence and ownership of their use.

Lead the development and maintenance of performance reporting solutions, analytical products, data sources and associated SQL databases, working closely with digital, finance, corporate and divisional teams to meet operational, business and clinical information requirements.

Use specialist knowledge to interpret internal and external benchmarking information, including relevant national tools, and translate findings into practical recommendations for service improvement and resource planning.

Data quality, governance and service improvement
Ensure statutory, national and local reporting requirements within the post holder's remit are delivered accurately to deadline and in accordance with relevant policy, guidance, information governance and data quality standards.

Develop and maintain effective data quality controls, documentation, policies and procedures, and promote accurate, secure and appropriate use of information across the Trust.

Proactively identify and implement improvements to Business Intelligence services, reporting processes and analytical methods, ensuring that solutions remain responsive to organisational priorities and user needs.

KEY WORKING RELATIONSHIPS

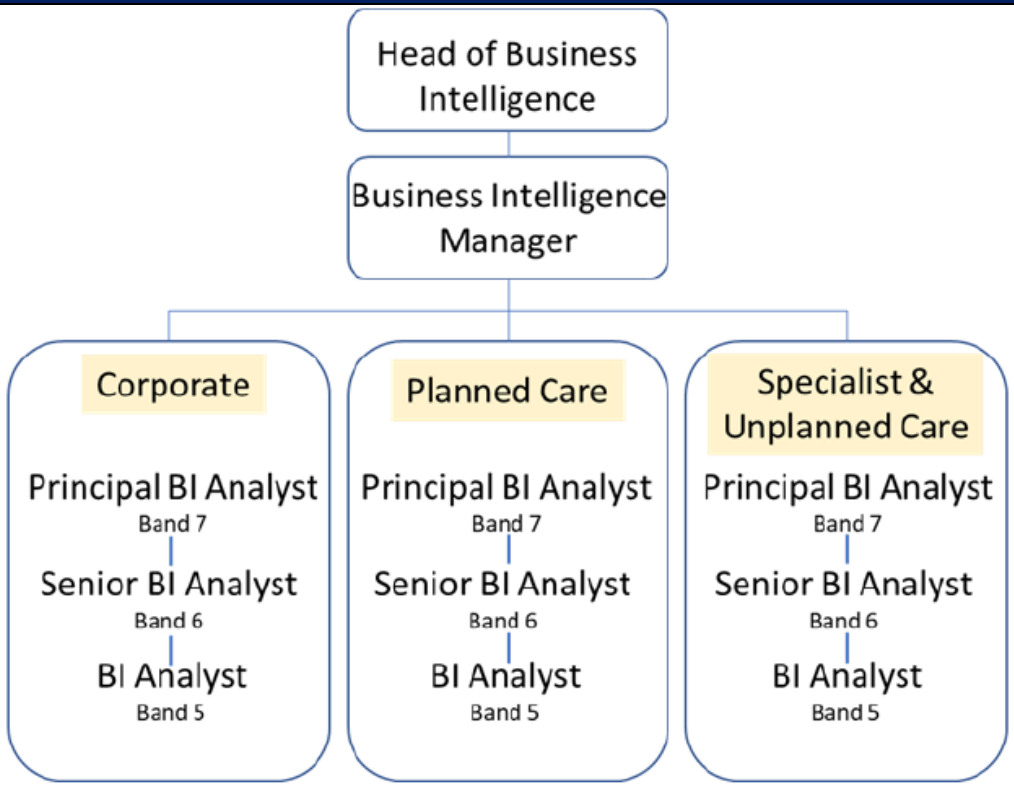
The post will have Business Intelligence analysts directly reporting to this position.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with 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
• Executive Directors • Operational Management Teams • Clinicians and Ward Staff • EPIC technical experts e.g. EPR, Cogito • Clinical Coding • Data Quality • Information Governance • Finance	• NHS England • ICB • Devon County Council • Other hospitals • GP practices

ORGANISATIONAL CHART



FREEDOM TO ACT

- To establish policies, standards and definitions in respect of data capture and manipulation.
- To follow national published guidance in developing and maintaining statutory and mandatory returns, and to interpret the guidance where it may be unclear or ambiguous.

- To provide expert advice relating to statutory and mandatory returns, and to internal and external reports as required.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder will be required to provide and present and summarise highly complex information to members of staff at all levels within the organisation, including senior leaders, and the wider health community.
- The post holder will represent Business Intelligence on appropriate groups and committees as required, contributing proactively and positively to the Trust and system wide workstreams.
- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
- To use negotiation and persuasion to agree new methods of data collection or changes to existing practice with operational teams, for example when national guidance changes or a new return is introduced and there may be barriers to understanding or strong resistance to change.
- To manage email communication in a timely way and in line with the RDUH's email best practice guide.
- To foster good, inter directorate / multi organisational relationships to meet business needs.
- To ensure that the information and performance service to Care Groups will be delivered in line with their requirements, frequency and standards and act as the internal customer and advocate for the information needs of Care Groups.
- To ensure that Care Group Management Teams and other staff as appropriate, receive accurate and timely information on operational performance against key standards / measures.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse, investigate and resolve complex statistical and analytical queries, reviewing the range of possible solutions and analysis methods available ensuring that these are robust. Providing support to action planning to mitigate against performance shortfall and operational risk.
- Lead on the identification, development and implementation of new types of data analysis or adapt previously used analyses, to reflect the changing information requirements locally and nationally.
- Draw on experience and skills to make clear, evidenced judgements about current and future service usage and performance.
- Present information, analysis and reports to senior leaders to proactively influence decision making.
- To support and advise Care Group level planning, performance and project working groups within the Trust.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will be expected to plan and prioritise their own work and the work of their team, both short and long term, and manage delivery of a programme of work to a specified timetable, often needing to be flexible in dealing with priorities and adherence to challenging deadlines.
- Responsible for planning and managing Business Intelligence projects and preparing long term plans and strategies for statistical/information requirements such as the development of new national data collections which impact across the organisation.
- Contribute to planning and formulation of strategies for the Business Intelligence service eg staffing deployment and working practices.
- Ensure scheduled reports and national returns are produced accurately, to nationally and locally agreed standards, and delivered to agreed and mandated timetables.
- Manage the effective delivery of ad-hoc reports, including negotiating delivery times as necessary.
- To initiate, maintain and publish reporting timescales to all appropriate personnel and co- ordinate the submissions and delivery of information.
- To ensure provision of information to support Payment by Results is in line with local and national

requirements.

- To provide timely, accurate and relevant information to clinical and managerial staff and external agencies
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PATIENT/CLIENT CARE

- The post holder will have incidental contact with patients/clients.

POLICY/SERVICE DEVELOPMENT

- The post holder will be expected to take a lead role in identifying, communicating and following national and local policies and guidelines for their areas of responsibility, and respond to national guidance by proposing and agreeing changes and adjusting practice and procedure as required.
- Clearly communicate the impact of policy or service development changes to colleagues including senior management. This will impact beyond the Business Intelligence service and potentially affect staff across the organisation who collect and input data.
- To proactively improve data quality by means of liaising with all grades and disciplines of NHS staff, and system suppliers. Through Business Intelligence / Digital Training and Information Systems deliver an effective education and awareness program aimed at improving data quality.
- To participate in system procurement.
- To provide advice and support on information issues to meet the business needs of the client Trusts.
- To promote better use of information and information tools within the Trusts.
- To participate in Business Intelligence training for Trust staff
- To keep updated with NHS Information issues and regularly review and improve procedures where appropriate.
- Any other duties as required by the Head of Business Intelligence
- Create an open environment which promotes innovation and a positive approach to service development

FINANCIAL/PHYSICAL RESOURCES

- The post holder has no direct budgetary responsibilities but will be responsible to ensure value for money is provided at all times during service delivery.
- The post holder will be required to authorise payroll requests in the absence of the Deputy Director of Business Intelligence or Head of Business Intelligence.
- Ensuring the Trust is compliant with all relevant contracting and Payment By Results (PBR) standards to make sure that all contractual activity is correctly recorded and reported so that income can be recovered.
- Keep abreast of changes to NHS PBR mechanism and contractual arrangements.

HUMAN RESOURCES

- To provide mentoring and support to new/junior members of the team.
- To provide line management to a group of employees within the team. This includes undertaking appraisals, managing absence, leading recruitment processes, disciplinary and grievance matters, in accordance with the relevant Trust policies.
- To foster good working relationships with managed staff.
- Delivering training as and when required.
- Responsible for reporting absence in a timely manner.
- Undertake staff performance reviews as per Trust agreed standards and policies.

INFORMATION RESOURCES

- Act as a lead manager for Care Group Information requirements
- To set up and maintain, a library and log of data quality information reporting requirements including deadlines and department contacts taking advantage of the most appropriate information technology medium. This must take account of control access adhering to the Data Protection Act and Caldicott requirements.
- To be responsible for maintenance of local information management and data handling policies, procedures and standards consistent with national requirements including NHS Data Standards, the Data Protection Act, Caldicott guidance, and also interest Trust policies and procedures.
- To ensure information delivery systems continually develop to meet changing requirements.
- Identify and recommend suitable data sources for new areas of reporting.
- To establish and maintain electronic and manual data flows for the above and facilitate automation where practicable consistent with the Trusts Datawarehouse and Information repositories
- To provide advice relating to national data standards and definitions.

RESEARCH AND DEVELOPMENT

The post holder is required to keep themselves up to date with relevant national research and guidance on core information and national data submissions

To contribute to the NHS service improvement by participating fully in new projects and developments such as redesign work, proposing changes to working practices and procedures.

To carry out routine analysis of information as directed by line manager and carrying out research to support analysis of information.

To liaise with multidisciplinary staff to ensure the timely and accurate collection and retrieval of information is available to meet targets and provide professional advice on most appropriate methods.

PHYSICAL SKILLS

Standard keyboard skills are required for extensive use of a computer

PHYSICAL EFFORT

A combination of sitting, standing and walking with little requirement for physical effort. May use a computer for large part of the working day; likely to attend meetings throughout the working week.
Travel to other Trust sites will be required.

MENTAL EFFORT

Frequent requirement for concentration, work pattern is unpredictable and is frequently affected by urgent external and internal data requests or need for rapid report development; occasional prolonged concentration. Concentration required when analysing statistical information, writing reports, interruptions to answer queries; requirement to concentrate for long periods on complex data analysis.

EMOTIONAL EFFORT

There will be occasional exposure to emotional and distressing situations as part of the line management duties across the areas the post holder leads. This will include dealing with staff performance and disciplinary issues but also personal and health and wellbeing issues.

WORKING CONDITIONS

Office and working from home conditions requiring use of VDU and keyboard for a substantial proportion of the day.

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.

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	Business Intelligence Manager

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• Educated to master's level or equivalent level of experience of working at a senior level in specialist Business Intelligence area	✓	
• Professional qualification or post graduate diploma or equivalent relevant experience	✓	
• Evidence of Continuing professional development	✓	
• PRINCE2 Practitioner (or equivalent experience)		✓
• Epic Cogito Certification (must be willing to work towards certification within 6 months)		✓
KNOWLEDGE/SKILLS		
• Highly developed communication skills in delivering key messages and Business Intelligence service issues to a wide range of internal and external staff, guiding them to a certain course of action.	✓	
• Excellent influencing skills with the ability to affect change without direct management responsibility	✓	
• Convey Business Intelligence concepts clearly.	✓	
• Prepare plans for Business Intelligence aspects of service provision such as the development of new national returns, contribute to the development of Business Intelligence strategies eg staffing deployment and working practices.	✓	
• Proven management and leadership skills.	✓	
• Expert knowledge and understanding of the NHS Information agenda, including performance management framework and interpreting national policy.	✓	
• Excellent communication/analytical skills to an advanced level, including programming skills in Microsoft Office applications.	✓	
• Data modelling skills.		✓
• Expert knowledge of Microsoft Office and Proficient MS SQL Skills	✓	
• Expert in field - analysing, interpreting and resolving highly complex Business Intelligence problems where there is no precedent and where other leading opinions may conflict, for example in the application of national guidance or where complex data is required for a new report.	✓	
• Lead specialist in Information.	✓	
• Project Management.	✓	
• Knowledge of strategic developments in the Information arena.	✓	
• Able to gain credibility with and influence fellow clinicians, managers and specialty leads.	✓	
EXPERIENCE		
• Excellent working knowledge of operational practice in an acute NHS setting.	✓	
• Experience of working and influencing at senior level (including Trust Board) in a complex environment and leading a team or service senior managers within the NHS.	✓	
• Experience of Project Management techniques and methodologies.	✓	

• A good understanding of NHS services and the inter-relationship between different healthcare settings.	✓	
PERSONAL ATTRIBUTES		
• Excellent interpersonal and communication skills and able to act with discretion	✓	
• Ability to sensitively inform others on emotional and complex issues such as patient pathway information, complaints, investigation and resolution.	✓	
• Collaborative approach to working and be fully prepared to support other colleagues during periods of pressure.	✓	
• Good attention to detail.	✓	
• Ability to promote the benefits of service change and performance achievement to staff who may be less receptive to the principles and objectives involved.	✓	
• Team player with collegial working style.	✓	
• Ability to organise, plan, prioritise and manage tasks/projects to deadlines.	✓	
OTHER REQUIRMENTS		
• Requirement for high levels of concentration to be sustained for long periods.	✓	
• Ability to cope with long periods of VDU and keyboard usage.	✓	
• Handling of sensitive information with appropriate discretion.	✓	
• An ability to maintain confidentiality and trust	✓	
• Professional, calm and efficient manner	✓	
• Commitment to continuing professional development	✓	
• Positive and flexible approach to work	✓	
• Ability to travel to other Trust locations as required	✓	
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
• Able to undertake on call requirements	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	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				Y
Heavy manual handling (>10kg)	N				
Driving	Y		Y		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				Y
Emotional Effort	Y		Y		
Working in isolation	Y		Y		
Challenging behaviour	Y			Y	