

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Data and Analytics Lead
Reports to	Data and Analytics Senior Manager
Band	7
Department/Directorate	Research & Development
Base	The contractual base can be either Truro, Plymouth, Exeter or Taunton, with regular travel to local and regional offices required
Accountable for:	Data and Analytics Officer

JOB PURPOSE
<p>The Data and Analytics Lead will be a qualified and experienced data and digital professional responsible for implementing data collection, analysis and reporting solutions which support the region, Regional Research Delivery Network (RRDN) research Delivery Organisations, other regional stakeholders, and the wider NIHR Research Delivery Network (RDN) in accessing and engaging with data. This role will be part of the region's Data and Analytics team, which forms part of the national RDN Data and Analytics function, who collectively work to deliver national projects alongside regional priorities and innovation.</p> <p>This role will be responsible for the development and delivery of a range of reporting and digital solutions which facilitate and underpin all services and functions of the RDN. The postholder will also line manage the Data and Analytics Officer. Line management of staff members will include undertaking staff reviews to identify training and development needs, and establishing how those needs will be met, and managing performance against agreed objectives. The postholder will ensure the same review processes take place for all staff with the defined function via appropriate line management arrangements and that skills and capabilities exist to meet current and future business needs.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p><b>KEY RESULT AREAS</b></p> <ul style="list-style-type: none"> <li>Autonomously lead on development and implementation of data collection, analysis and reporting solutions across the region. Alongside this the role will be responsible for the delivery of national projects, as defined by the national Data and Analytics forum and delivery of continuous improvement activities</li> <li>Manage arrangements for exceptional circumstances where a standardised approach is not workable, to minimise the impact on customers</li> </ul> <p><b>PERFORMANCE MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Use NIHR reporting and visualisation tools develop reporting and digital solutions to enable measurement, progress and trend monitoring of RDN Key Performance Indicators and deliver continuous improvement of associated reporting and visualisations</li> </ul> <p><b>CORPORATE GOVERNANCE</b></p> <ul style="list-style-type: none"> <li>Support corporate governance through contributing to regular and ad hoc reports to the RRDN leadership team and Boards as required</li> </ul> <p><b>SPECIALIST RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Be responsible for defining, developing and implementing reporting solutions and digital tools that meet the needs of RDN functions, services and stakeholders</li> <li>Be responsible for the resolution of queries raised by users of RDN reporting solutions and digital tools</li> </ul>

### **OPERATIONAL MANAGEMENT & PROJECT MANAGEMENT**

- Line manage the Data and Analytics Officer. Lead the development of organisational capability through good people management, training and development, mentoring and coaching
- Coordinate the contributions of other stakeholders as part of a project management structure for specific projects, as required
- Lead on and contribute to Data and Analytics projects across the RRDN geography and provide data analysis or develop digital solutions as a contributor to projects sponsored by other RDN functions/services

### **KEY WORKING RELATIONSHIPS**

Staff reporting to this role: Data and Analytics Officer

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

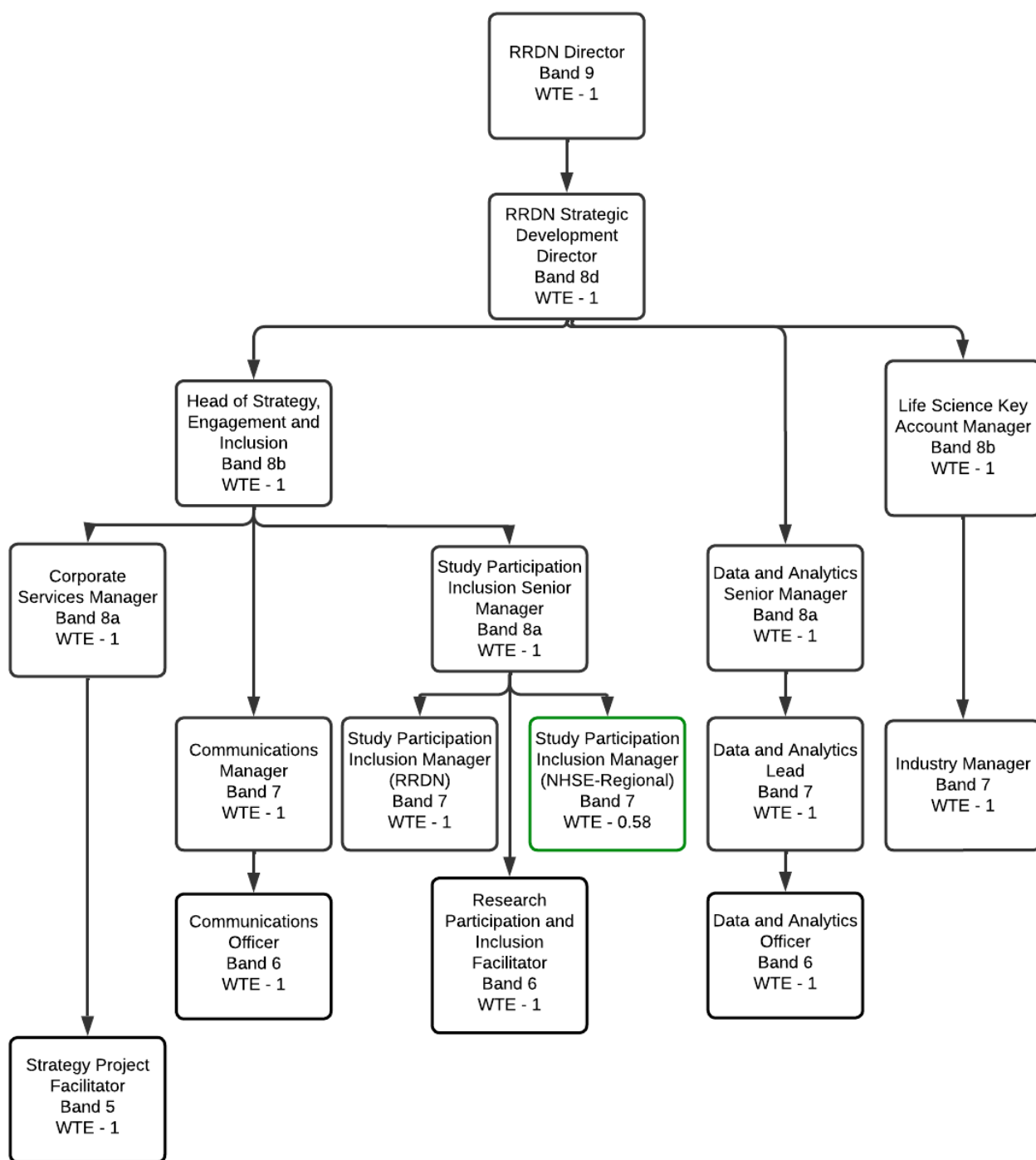
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

- RRDN staff
- RDN Data and Analytics Leads
- Data and Analytics team (RDNCC)
- NIHR Digital, Data and Technology (DDaT) Transformation Programme team
- Caldicott Guardian and Information Governance / Data Protection Offices at the Host Organisation and RRDN research Delivery Organisations
- LPMS (Local Portfolio Management System) contacts across RRDN research Delivery Organisations
- RRDN stakeholders across the region
- LPMS provider(s)

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- The post holder will work autonomously within general policies and procedures guided by national policy and regulations and the Trust's own policies in relation to ensuring the delivery of the RRDN.
- The post holder will ensure national policy is reflected in the RRDN business processes.
- Through values and behaviours, embed a consistent approach to engagement, Research Inclusion and PPIE throughout RDN functions and services

## ROLE OF THE NIHR RESEARCH DELIVERY NETWORK

From October 2024, the current NIHR Clinical Research Network will be changing to become the NIHR Research Delivery Network (RDN). The RDN will build on the successes of the CRN in supporting the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The RDN will support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The RDN is a new organisation with new structures, governance and ways of working. Study delivery in England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). These will work with the national Coordinating Centre (RDNCC) and the Department of Health and Care to provide a joint RDN leadership function via the RDN Board, so that the NIHR RDN as a whole, functions as a single, transparent organisation with a shared vision and purpose. Royal Devon University Healthcare NHS Foundation Trust will be the Host Organisation for the South West Peninsula (SWP) RRDN region. The NIHR RRDNs will have three key roles which it will fulfil via new models of service delivery and functions, to:

- provide support to research sites to enable the effective and efficient initiation and delivery of funded research across the health and care system in England;
- enable the strategic development of new and more effective research delivery capability and capacity. This will include bringing research to under-served regions and communities with major health and care needs;
- work jointly with the Coordinating Centre in the strategic oversight of the NIHR RDN. This will ensure that the Portfolio is maintained as a cohort of high-quality, fully-funded, viable and deliverable studies. It will also ensure that the NIHR RDN as a whole serves the research delivery needs of investigators and R&D teams and is responsive to the changing domestic and global environment for health and care, life sciences and health research.

The NIHR RRDNs will need to develop excellent relationships with the organisations commissioning and providing health and social care across their regions, which are mapped onto NHS regions and Integrated Care Systems. They will help support research undertaken by those providers and at sites across the region, and promote research meeting the needs of local populations. NIHR RRDNs will work together with an RDN Coordinating Centre to support health and care research delivery for the benefit of patients, the health and care system and the economy as a whole.

## COMMUNICATION & STAKEHOLDER MANAGEMENT

- Translate highly complex and technical information into easily understandable language
- Provide support to regional users of RDN information systems and digital solutions to ensure that all staff use these fully and most effectively. This will include delivery of advice and specialist training sessions, development of guidance and procedures, and user/system administration
- Lead on the development of RRDN information-related systems, digital solutions and associated processes
- Develop and deliver training to RRDN Staff (including Specialties and Settings Leads) and RRDN research Delivery Organisations-based teams on the use of RDN systems and digital solutions
- Work closely with staff and stakeholders, both within and outside the RRDN Host Organisation, to ensure a high-quality RDN Data and Analytics service that meets the needs of its customers. This will include working with IT professionals (e.g. to set up and maintain data and analytics solutions) and subject matter experts (i.e. researchers, health and care providers, life sciences, etc), and liaison with Information Governance staff such as Data Protection Officers
- Support liaison for RRDN LPMS provider(s) regarding user feedback and questions, system development, training of staff in RRDN research Delivery Organisations on the use of LPMS
- Communicate and present with conviction to RDN Data and Analytics customers and NIHR system users across the RRDN region regarding current functionality and system and process changes

## STRATEGIC LEADERSHIP

- Contribute to the regional implementation of a national, multi-year Data and Analytics strategy. Ensuring that activities to implement the strategy within the region align to and complement the national strategy and activities are approved by the Data and Analytics Senior Manager
- Share feedback from regional system users and Data and Analytics customers with the Data and Analytics Senior Manager to enable the manager to represent the region within the national RDN Data and Analytics forum

## BUSINESS PLANNING SKILLS

- Contribute to Data and Analytics aspects of RRDN business planning and management
- Input into the development of RRDN business planning and management for other services and functions where there are dependencies on Data and Analytics
- Seek advice from colleagues when knowledge required falls outside of own boundaries

## ENSURING PATIENT, CARER AND PUBLIC IMPACT ON DELIVERY OF RDN STRATEGY

- Through the provision of continuously improving data and analytics solutions, enable the efficient and effective delivery of RDN services and functions, resulting in a positive impact on patients, carers and the public

## SERVICE IMPROVEMENT & DEVELOPMENT

- Provide subject matter expert input into the development and delivery of training for RRDN staff and stakeholders related to NIHR systems, reporting and digital solutions
- On request of/in collaboration with the Data and Analytics Senior Manager, provide data to support the production of RRDN plans, reports, policies, operating procedures and other documents, working to ensure that data analysis is prepared to a high standard and delivered on time
- Act as a “Google Champion” for the implementation and optimisation of the NIHR Hub. Encourage wider uptake across the region by liaising with individual NHS Trusts’ ICT departments, to ensure they understand the need to allow access to the system. Provide advice, expertise, training and support to Network staff and external stakeholders as requested

## FINANCIAL MANAGEMENT RESPONSIBILITIES

- Contribute to the development of business cases/options papers for the RRDN leadership team to inform decisions regarding Data and Analytics investment<sup>SEP</sup>
- Work with the RRDN Finance team, provide accurate financial analysis for use by the RRDN leadership team to inform strategic Network wide decisions
- Develop and maintain reporting solutions that meet the requirements of the RRDN Finance team
- Provide effective management of any financial resources allocated for the development of Data and Analytics training, meetings or events to ensure value for money

## CONTINUOUS IMPROVEMENT

- Deliver continuous improvement activities that enable the most impactful regional approaches to be identified and rolled-out nationally
- As directed by/in collaboration with the Data and Analytics Senior Manager, implement change in areas where an increase in consistency of RDN customer experience of RDN data and analytics approaches can be delivered
- Deliver innovation, to be shared through the national Data and Analytics forum

## INFORMATION & ADMINISTRATION

- Be responsible for the development and provision of reporting and digital solutions across the RRDN, working collaboratively with RRDN research Delivery Organisations and RDN services and functions to understand their requirements
- Support analysis of regional demographic data and research participation in order to inform research engagement strategies and targeted improvement efforts
- Contribute to the effective use of RDN reporting and digital solutions by all RRDN research Delivery Organisations (including primary care and wider community settings) and stakeholders through the provision of information, responding to user queries and feedback
- Develop analysis and reporting of RDN key information to support the operational management and strategic development of the RDN
- Be operationally responsible for the RRDN-wide optimisation of the Local Portfolio Management System (LPMS) including liaising with the system provider(s) regarding user training and queries and feedback

- Assess ongoing organisational requirements of the LPMS, working with system users including LPMS Administrators, research delivery staff etc to work with the Data and Analytics Senior Manager and peers to make recommendations for change
- Continuously improve outputs and standards for the production and presentation of RRDN information, routinely for the RDN Board, Directors and managers, including information on trends, variances and data anomalies
- Advise the RRDN management team on the interpretation of data and of reports, providing explanation and clarification as required
- Work with Study Support Service colleagues, devise, implement and manage procedures to ensure that RRDN key information is collected reliably and efficiently, and to ensure that information or datasets are full, accurate and up-to-date. This will include the investigation, analysis and resolution of data queries and problems
- Generally, ensure that RRDN information is managed and processed to the highest operational standards, and standards of Information Governance and Data Protection, and in compliance with the policies of the RRDN research Delivery Organisations
- Establish methods of routine data audit to ensure reliability and accuracy of process and information
- Maintain a high-level of contemporary knowledge in relation to digital tools, NIHR Hub functionality and data visualisation approaches

## LIFE SCIENCES INDUSTRY

- Develop solutions to support the development and implementation of strategic projects related to the RDN service offer for the Life Sciences Industry
- Collaborate with RRDN colleagues working with the Life Sciences Industry to understand requirements, feeding these into the Data and Analytics Senior Manager and develop Data and Analytics solutions as directed by/in collaboration with the manager

## PHYSICAL SKILLS

- Significant experience with Microsoft and Google platforms
- Experience of managing the development of data visualisations, via dashboards or other tools

## PHYSICAL EFFORT

- The postholder may be required to use a computer and keyboard for prolonged periods.
- Occasional lifting of files to and from shelves may be required

## MENTAL EFFORT

- The postholder will be required to write detailed reports, produce detailed analysis and charts that require prolonged concentration. The postholder will require concentration for e.g. analysis, writing reports, interpreting complex information, meetings, and interruptions to deal with service issues.
- The postholder will be responsible for the coordination of analytical reports. This will require first class planning and organisational skills to meet the non- negotiable deadlines imposed.
- Due to changing workload priorities, and competing demands, the postholder is expected to appropriately re-evaluate tasks and requirements, both for themselves and the team, to ensure that all targets and deadlines are met.
- The postholder will be required to communicate with budget managers, staff and stakeholders often conveying information that is emotive and conflicts with the views of the individuals.

## EMOTIONAL EFFORT

- Operate with emotional intelligence in delivering complex information and in response to staff and stakeholder queries.
- As a line manager, lead sensitive performance related conversations.

## WORKING CONDITIONS

- Normal working conditions for office based staff

## 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.

# PERSON SPECIFICATION

<b>Job Title</b>	Data & Analytics Lead
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> Postgraduate qualification (eg. Postgraduate Diploma) in a relevant subject or equivalent level of experience or Undergraduate degree supplemented by specialist training or equivalent experience Background in research and development, science or healthcare European Computer Driving Licence	E  E	D
<b>KNOWLEDGE/SKILLS</b> Significant relevant experience in health information or mathematical/statistical related field or equivalent experience of information handling and analysis gained in a work environment Knowledge of relational database design/development and database querying using Structured Query Language (SQL) or similar Excellent people skills, ability to work with a wide range of people	E  E E	
<b>EXPERIENCE</b> Experience of managing the development of data visualisations, via dashboards or other tools, which support business decision making and efficiency increases Experience of delivering a customer-focused service An understanding of and experience in Agile concepts/methodology Significant experience with Microsoft and Google platforms Experience in low-code digital solutions which support stakeholders in improving services and optimising workflow, for example AppSheets, Neptune Experience of user centred design processes or similar which engage stakeholders in the full process of designing and delivering digital solutions Experience and ability to lead and participate constructively in meetings and decision making processes Experience of line managing staff, including identifying and addressing training and development needs, and undertaking formal reviews in line with employer HR policies	E  E E E E E E E	
<b>PERSONAL ATTRIBUTES</b> Able to lead, motivate, and delegate Commitment to learning and a growth mindset Professional manner Resilient and calm under pressure Team player Political awareness Willingness to travel	E E E E E E E	
<b>OTHER REQUIREMENTS</b> An understanding of the importance of demographic and health-related trends (and datasets) of the region's population, to help inform strategic development within the RDN An understanding of the UK health research system, including the NIHR Ability to prioritise competing demands, and to balance project development requirements with day-to-day operational needs Ability to work collaboratively across organisations and geographically dispersed teams Ability to prepare and deliver presentations to a high standard Evidence of strong analytical skills and high level of numeracy	E E E E E	D



Independently and using initiative, to have the ability to plan and organise work programmes, and to adjust programmes as required ensuring effective delivery	E	
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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
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			