

JOB DESCRIPTION

JOB DETAILS	
Job Title	Business Analyst
Reports to	Data Architect Manager
Band	Band 6
Department/Directorate	One Devon People Digital Services

JOB PURPOSE

The post sits within the People Digital Services Architecture Team which forms part of the One Devon People Digital Services covering the Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust, NHS Devon ICB, University Hospitals Plymouth NHS Trust, Devon Partnership NHS Trust & Livewell Southwest . This post is within the Architecture Team which is responsible for continual development of systems, data modelling and testing for the People Digital Services.

The post-holder will support the development and provision of both a comprehensive, efficient, secure system and processes, software tools, systems to support organisational decision making and access. The scope of the role includes the provision and maintenance of workflows and its tools to support all aspects of organisational business.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

As a Technical Business Analyst, you will be instrumental in enhancing our digital presence and improving the user experience of our platform. You will bridge the gap between business requirements and technological solutions by analysing data, crafting detailed technical specifications, and ensuring that the developed digital solutions meet the strategic goals of our product team.

- Support the re-architecture, the extraction, transfer and load of data from Boomi data warehouse into required national reporting requirements, local performance and contracting information;
- Become fully conversant with the relevant data models and entity relationships within the Boomi BI environment;
- Comply with Boomi documented quality standards;
- Work closely with the product, strategy, and IT teams to understand business needs and translate them into technical requirements.
- Document and evaluate the effectiveness of IT systems and suggest strategies to optimize user experience and operational efficiency.
- Be an Boomi & Service Now workflow subject matter expert
- Ensure that the BI capability includes: all mandated data set returns, all mandated performance reports, and all locally agreed dashboards and KPI reports;
- Ensure the transition of using Boomi to drive scheduled reports and national returns are produced accurately to nationally and locally agreed standards, and delivered to agreed and mandated timetables;
- To work closely with the DBAs (Boomi & Azure) within the Technical Design team and to ensure the requirements are well described and documented;
- Ensure compliance with the Trust Governance Procedures, Policies and Standards as they apply to the Business Intelligence environment;
- Work with assigned Divisional and Departmental leads to ensure that all their process & workflow needs are met in a timely and sustainable way that allows them to become self-sufficient in the production of relevant applications;

- Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from the configuration teams and or wider Trust audience;
- To provide cover for other team members as required;
- To attend meetings as appropriate and, when required, to act as the Architect Teams representative;
- To promote new ways of working with Business Processing tools within the Trust;

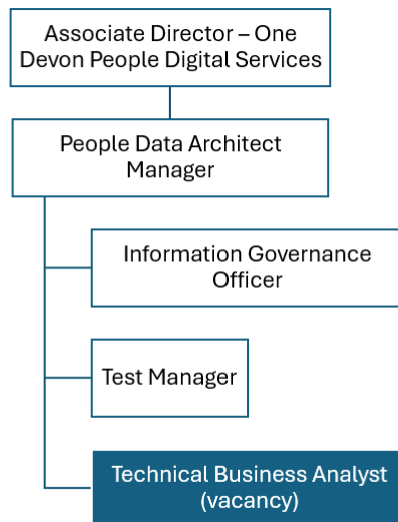
KEY WORKING RELATIONSHIPS

The post holder will work as part of team;

The post holder has no direct budgetary responsibilities.

Internal to the One Devon	External to the Trusts
<ul style="list-style-type: none"> • Heads of Intelligence • Digital team • EPR team • BI team members • Corporate leads (finance, HR etc) • Transformation team 	<ul style="list-style-type: none"> • Other providers • NHS Digital • EPIC Technical Experts • EPIC Application Experts

ORGANISATIONAL CHART



FREEDOM TO ACT

- Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines;
- Work in a complex and unstructured multi-disciplinary environment; be able to act with minimum guidelines and set standards for others.

COMMUNICATION/RELATIONSHIP SKILLS

- Maintain good, productive working relationships with the Application Design and Delivery Team, the Technical Delivery Team, all Configuration Teams and the relevant IM&T Programme Managers to ensure the successful delivery of the enabling EVA & ESR;
- Effectively translate technical aspects of analytics environment into understandable concepts and language for other members of the Programme teams and Operational staff;
- Convey complex information concepts clearly by presentation in reports and/or to groups of staff;

- Persuade and convince staff of the effectiveness of innovative ways of reporting and presenting information;
- Maintain and publish reporting timescales to all appropriate personnel and co-ordinate the submissions and delivery of information;
- Act as an ambassador for the One Devon People Digital Services at all times

ANALYTICAL/JUDGEMENTAL SKILLS

- Interpret and analyse complex data models in order to be able to deliver the business requirements;
- Develop new tools to mine and analyse complex information within EVA (Service Now HRSM) and Boomi
- With guidance from the Data Architect Manager and Product Manager, make judgements on how to design and deliver process tools for assigned applications; using knowledge and experience to ensure that staff have confidence in the products and outputs.

PLANNING/ORGANISATIONAL SKILLS

- Participate in the complex planning of the delivery projects and strategy as part of the overall Programme plan;
- With guidance from the Data Architect Manager and Product Managers, plan the delivery of as is items and to be process and technical requirements assessment for the assigned applications, adjusting these plans as the Programme develops and new reporting requirements are identified;
- Work with the Product Managers to regularly risk assess progress and product, respond to, and escalate, issues as appropriate.

PATIENT/CLIENT CARE

- The post holder is required to put the patient, as the first priority, at the centre of all activities although the post holder will not have contact with patients in the course of their normal duties.
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POLICY/SERVICE DEVELOPMENT

- Responsible for assisting in the development of procedures and practices which will impact across the whole organisation including:
 - Establishing Standard Operating Procedures that meet national standards for the way in the ITIL framework will be used;
- Interprets policies for day to day operational processes and ensures that staffs adhere to them;
- Participate in the design and delivery of the new models within our applications for One Devon which will be signed off via the Technical Design Authority;

FINANCIAL/PHYSICAL RESOURCES

- The post holder has no direct budgetary responsibilities.
- 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.
- Use of a PC or laptop to extract, process, manipulate, analyse and present data on a daily basis

HUMAN RESOURCES

- To provide mentoring and support to new/junior members of the team.
- No direct line management required.
- Provide training on technical issues within their role to assist other members of the team in the achievement of a quality service

INFORMATION RESOURCES

- Design of workflows for assigned applications;
- Establish and maintain comprehensive documentation of the definitions and standards used in the delivery of the tools associated with the assigned applications;

- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner;
- 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;
- Design and adapt reports to meet both internal and external (NHS England and NHS Digital) requirements

RESEARCH AND DEVELOPMENT

- Accredited technical competence will need to be maintained;
- To ensure information delivery systems continually develop to meet changing requirements;
- Identify and recommend suitable data sources for new areas of reporting;
- To ensure testing activity is completed, tracked and consistent with published deadlines.

PHYSICAL SKILLS

- Advanced keyboard skills are required, with the additional ability to operate and interact with a number of complex systems at the same time;
- Ability to lift and carry IT equipment on occasional basis.

PHYSICAL EFFORT

- Daily prolonged periods of dual VDU use and frequent long periods of prolonged concentration.
- Speed and accuracy are required to ensure data analysis and reporting is timely.
- Travel between Trust sites may be required which may require driving or walking.

MENTAL EFFORT

- The post holder will be required to concentrate for prolonged periods of time while designing and planning reporting;
- The post holder will require the ability to maintain high levels of concentration whilst being interrupted to resolve both technical questions and system problems;

EMOTIONAL EFFORT

- Exposure to emotional circumstances is rare.

WORKING CONDITIONS

- VDU user
- Use of a PC or laptop to extract, manage, manipulate, analyse and present data on a daily basis.

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:

Job Matched: 03/01/2018 (Matched) Consistency Checked: 31/01/2018
Checked and confirmed by JE Team: 26/01/2025 (Business Analysis MC)

- 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 Analyst
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING bachelor's degree in business administration, information technology, or a related field or equivalent experience in Technical & Systems Business Analysis.	E	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Good knowledge of information analysis, in particular, business process redesign Well-developed skills in writing business requirements Good SQL skills, including querying and report writing Demonstrate ability to interpret complex data and effectively present sophisticated analysis and findings Knowledge of Workforce Systems Extensive knowledge of Information standards Possess excellent analytical and numeracy skills Proficiency in MS Office Ability to apply information intelligence to the data and present complex information to multidisciplinary audience. Excellent oral and written communication skills and a good personal presence. Ability to effectively liaise with a variety of staff across all grades Exceptional ability to plan, prioritise work and manage deadlines 	E E E E E E E E E E E E	D
EXPERIENCE <ul style="list-style-type: none"> Proven experience in an business analyst role Good working knowledge of operational practice in HR/IT setting Proven experience of working alongside clinicians and senior managers within the corporate structure Experience of managing 3rd party suppliers in the delivery of complex work packages Experience of complex implementations requiring minimum disruption to end users Experience of Stakeholder Management <ul style="list-style-type: none"> Prior experience of interpreting technical & professional IM&T policies for non-technical staff# 	E E E E E E E	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Able to prioritise tasks, work on own initiative and manage own workload Excellent communication skills both written and verbal Proven experience in the ability to interact with personnel at all levels both clinical and non-clinical within healthcare Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change 	E E E E	

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<ul style="list-style-type: none"> • Demonstrate the ability to plan and organise effectively • Excellent interpersonal skills and professional presentation • Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information • Self-motivated and able to take responsibility for decisions • Has good insight and the ability to respond well to constructive criticism • Team player • Logical and pragmatic approach to problem solving • Proven ability to work under significant pressure with competing priorities • Personal credibility, with ability to quickly gain the confidence of others • Honesty, openness and integrity 	E E E E E E E E E E E	
<p>OTHER REQUIREMENTS</p> <p>An ability to maintain confidentiality and trust</p> <p>Professional, calm and efficient manner</p> <p>Commitment to continuing professional development</p> <p>Positive and flexible approach to work</p> <p>Ability to travel to other Trust locations as required</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p>	E E E E E 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				
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				✓
Heavy manual handling (>10kg)	N				
Driving	Y	✓			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	✓			
Mental Effort	Y				✓
Emotional Effort	Y	✓			
Working in isolation	Y			✓	
Challenging behaviour	Y	✓			