

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Principal Performance Analyst |
| **Reports to** | Operational Performance Manager |
| **Band** | Band 7 |
| **Department/Directorate** | Business Intelligence |

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| **JOB PURPOSE** |
| To provide a comprehensive healthcare analytics and reporting service to support the business and operational needs of the Trust.  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 Clinical Commissioning Groups, NHS England, NHS Digital and other regulatory bodies.  To obtain relevant performance and benchmarking data from various internal and external sources, and in particular to function as the Trust’s expert lead in the use of clinical benchmarking systems such as Dr Foster. To carry out analysis to identify performance issues and/or improvement opportunities. To lead in the ongoing design and development of new reporting systems and structures to meet user specifications. To provide specialist advice and guidance to users on content and interpretation of national and local guidelines. To lead new developments and supervise the junior analysts within their area, including undertaking appraisals, training and recruitment. To act as the departmental lead for e-roster and management of annual leave. To ensure timely and accurate submission of statutory and other mandatory data returns.  Royal Devon University Healthcare NHS Foundation Trust aspires to provide high quality, cost effective, integrated health and social care services across Devon 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.  The Business Intelligence Team is responsible for producing approx. 250 regular and statutory reports on daily, weekly, monthly, quarterly and annual frequency. An additional 30-50 ad-hoc information requests are received per month.  The Principal Performance Analyst will be based either in North or East Devon but will be expected to travel across the footprint of the Trust. The post-holder will provide day to day management support to a team of analysts.  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. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Take lead responsibility for a key work area. This involves developing and maintaining an in-depth 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 Operational Performance 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. The postholder will attend the Trust’s Data Assurance Group. * 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 Operational Performance 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 Information Manager. |
| **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** | | * Operational Management Teams |  | | * Executive Directors | * Other hospitals | | * Clinical Coding | * Devon ICB’s | | * Data Quality * Informatics and Information Management * Information Governance * Finance * Ward Staff * Clinicians * Trust executives and board members * Director of Operations * HR Managers | * NHS England * NHS Improvement * NHS Digital * EPIC Technical experts * EPIC Application experts | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Decide how objectives are to be achieved for specific area of responsibility, setting standards for staff within this area and establishing how professional and administrative policies and national guidance should be interpreted and implemented. As the Trust’s expert in the area of Mortality, the postholder 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. |
| **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 Directorate 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 polices 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** |
| * Responsible for the development and creation of regular reports on workflow, error reporting and resolution. * 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 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. * 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. * 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. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Contribute to and design policies and procedures which impact beyond own area of activity and are implemented Trust-wide in relation to healthcare analytics and reporting. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * 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. |
| **HUMAN RESOURCES** |
| * To support the wider team in the absence of the Operational Performance manager, including advice on workload management, absence and routine queries. * Day to day management of the workload of junior analysts in a specific area 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 Step 1 of the Absence Management 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 key 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. * Facilitate 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 hospital 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. * 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 Informatics 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 Information Manager. * 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 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. * Travel between Trust sites will be required which may require driving or walking |
| **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. |
| **WORKING CONDITIONS** |
| * Office conditions, requiring VDU use most of the rime. Driving 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** |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.  All managers hold the responsibility of the health and safety and wellbeing of their staff. |
| **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

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| **Job Title** | Principal Performance Analyst |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to degree level plus additional specialist experience to Masters degree level or possess the equivalent demonstrable experience.  Specialist IM&T and/or Informatics qualifications, or equivalent experience.    Evidence of continuing personal development.  Numerical/statistical/data management qualifications.  Certified training in SQL or Business Objects.    Management qualification e.g. ILM level 3 or equivalent experience.  Epic Cogito Certification (must be willing to work towards certification within 1 year) | E  E  E | D  D  D  D |
| **KNOWLEDGE/SKILLS**  Proven experience of working within an Informatics or analytical role.  Advanced user of Microsoft Office Good understanding of PC desktop and tablet hardware and software issues.  Experience in using SQL and an understanding of working with relational databases.  Ability to prioritise own workload and colleagues where required.  Good knowledge of clinical coding, NHS Data Definitions  Excellent organisational skills  Ability to interpret to interpret a client’s needs and ensure the most appropriate data is used.  Ability to analyse, interpret and present highly complex information from large data sets, where responses may be challenging and influencing skills are required to achieve objectives.  Experience in managing people  Understanding of NHS policies and performance targets | E  E  E  E  E  E  E  E | D  D |
| **EXPERIENCE**  Significant and recent experience in the use of Business Intelligence tools.  Experience with user support, recording, receiving and assessing user queries.  Co-ordination of workload of staff based on organisational impact and national priorities.  Proven track record of working as part of a team.  Experience of managing complex queries, logging, answering and resolving in a timely manner escalating where necessary.  Experience in dealing effectively with a range of queries from Clinicians, Directors, project leads and managers. | E  E  E  E  E  E |  |
| **PERSONAL ATTRIBUTES**  Excellent interpersonal and communication skills (e.g. listening, empathy, ability to communicate clearly verbally and in writing).  Presentation skills, including presenting complex information to large groups of staff.  Good negotiation and influencing skills.  Teaching and mentoring skills. | E  E  E | D |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required.  Ability to organise pieces of work involving multiple inputs in a timely manner to agreed deadlines. | E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **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 |  |  |  |  |