**CHILDREN’S HOSPICES ACROSS SCOTLAND**

#### **JOB DESCRIPTION**

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| **JOB IDENTIFICATION** |
|  Job Title: **Information and Data Analyst**Job Family and Level: **Support Services**Location: **Head Office** Responsible to: **Strategic Business Partner** Salary: **CHAS BAND 7** |

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| **2. JOB PURPOSE** |
| Working within the values to achieve the ambitions goals in our 2017-2020 strategic plan and beyond, the role of Information and Data Analyst is key to ensuring our Digital Transformation goals are achieved. At CHAS we recognise the power of excellent data and how the timely and accurate collection, interpretation and analysis of information is key to achieving our vision. Working in partnership with both internal and external stakeholders, this role will lead the delivery of an effective data reporting and analysis function to ensure that CHAS has the information it needs to take decisions and direct its resources to maximum impact. |

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| **3. ORGANISATIONAL POSITION** |
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| **4. MAIN TASKS**  |
| * Establish and manage MI dashboards, KPIs and QPIs reports for all areas of CHAS
* Review, analyse and continually improve performance reporting methods
* Influence the design and management of IT Business Systems
* Act as key contact with external users and providers of data
* Preparation of Periodic and Annual Quality Accounts
* Advocate of best practice in data management
* Other Duties
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| **5. JOB ACTIVITIES** |
| **Establish and manage MI dashboards, KPIs and QPIs reports for all areas of CHAS*** In collaboration with staff groups throughout CHAS, develop and report on a suite of Key and Quality Performance Indicators ensuring that the accompanying narrative provides analysis, further insight and clear explanation of impacts.
* Analyse and interpret data from all areas across CHAS in an accurate and timely manner using the results to influence priorities and decisions
* Influence Managers and Senior Leaders in shaping services and reporting outcomes using data evidenced analysis
* Using complex data from a range of sources, deliver and analyse outcome reports for Statutory Funding, Trusts and Corporate Partnerships
* Work with IT Systems Development Team to ensure digital methodology is maximised in the production of all data. Assess and influence process ensuring that users across CHAS work to best practice
* Working across CHAS ensure that the needs of all users of data are recognised and incorporated into systems
* Present data analysis and information in engaging, flexible and meaningful ways taking account of user requirements and preferences
* Ensure that data reported is accurate and credible and the source can be fully substantiated.
* Design and Deliver Key Data Dashboards which draw in data from multiple sources and enable the user to drill down in the detail of the data eg Faststats, Qlikview
* Ensure that data and information is accessible and that best practice information governance policies and processes are applied to all CHAS data reporting

**Review, analyse and continually improve performance reporting methods** * Analyse data, explaining trends, exceptions and variances on a wide range of information from all areas of CHAS. Highlight areas for further scrutiny by managers and collaborate with them to affect improvements and positive change.
* Working closely with IT Systems Development Team and end users of reports, continually introduce improvements to performance reporting methods and the presentation of data to meet business needs
* Work closely with the Finance team in CHAS ensuring that the correlation between finance and non-finance data is understood, explained, analysed and communicated to all audiences
* Ensure that the data requirements and analysis methods are flexible and robust to incorporate new areas of work for CHAS
* Engage with staff throughout CHAS to highlight the meaning of data analysis and information to achieve collective understanding and drive priorities
* Present information to evidence and demonstrate the success of CHAS’s work externally
* Liaise with CHAS’s Communications team to ensure data analysis is communicated externally and internally in a timely and meaningful way.

**Influence the design and management of IT Business Systems*** Influence the design, implementation and ongoing management of CHAS’s databases to ensure that reporting and analysis requirements are incorporated
* Act as the conduit in representing data users across CHAS on database projects
* Apply methods of continual improvement to data reporting ensuring that CHAS gains maximum benefit from both emerging and existing technologies
* Working with Learning and Development, ensure that continual improvement programmes are imbedded across CHAS to give staff the appropriate skill levels to report and analyse data a local levels.
* Work with IT and project teams to ensure the efficient and lean reporting of data, using techniques to capture data from multiple sources and minimising duplication of data entry and reporting

**Act as key contact with external users and providers of data*** Compile complex reports for a range of funders including Statutory Funding, NHS Information Services Division , Trusts and Corporate Partnerships
* Develop continued working relationships with NHS Information Services Division to ensure that CHAS gains the appropriate demographic intelligence to be able to direct resources effectively.
* Participate in benchmarking data groups to share knowledge within the Charity and Children’s hospice sectors

**Production of Quality Accounts*** Manage the delivery of periodic and annual Quality Accounts, presenting and analysing a range of quantitative and qualitative data from all areas of CHAS.
* Working closely with teams including Communications, ensure the impact of CHAS’s projects and services is maximised to internal and external audiences
* Manage the delivery of the data required to ensure that periodic economic evaluations of CHAS’s services is conducted and reported

**Advocate of best practice in data management** * Be CHAS’s ambassador for promoting the benefits of great data management and automated reporting, developing skills in staff in all areas of CHAS
* Provide guidance and work collaboratively with IT and project teams influencing all further developments.
* Be the lead role for data within CHAS, developing best practice and promoting the services of the Finance and Corporate Services Team.
* Prepare and deliver relevant training as required to CHAS staff and volunteers.

**Other Duties*** Work with CHAS Health and Safety Managers to create and promote a safe and healthy working environment and ensure compliance with all relevant statutory legislation.
* Commitment to continued professional development.
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| **6. DIMENSIONS** |
| * Numerous CHAS wide databases – MyChas, Sage, CHASCare, Raiser’s Edge, Kudos
* 311 staff, 910 volunteers across CHAS (approximately 35 staff based in Head Office / South East Fundraising)
* 12 CHAS sites, each with local networks
* Two hospices open 24 hours, 7 days a week, 365 days a year
* 20 servers, 190 PCs, 54 laptops, 15 iPads, 52 mobiles
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| **7. KNOWLEDGE, SKILLS AND EXPERIENCE**  |
| * Highly numerate graduate (or equivalent) with significant additional, relevant experience in health related research or information work (preferably in the specialist field of medical/health statistics or database management) and demonstrable experience of project management.
* Proven track record of managing highly complex reporting configurations.
* Demonstrable report writing skills with particular emphasis on impact reporting.
* Advanced database and excel user, with working knowledge of SQL reporting
* Demonstrable evidence of continued learning and recent study.
* Experience of working in multi-user, multi-site environment.
* Experience of contributing to economic evaluations and social return on investment methodology
* Evidence of highly developed planning and organisational skills.
* Evidence and understanding of leading projects within an organisation.
* Effective project management skills to ensure an effective delivery of systems CHAS wide.
* Evidence of a high level of communication and inter-personal skills, being able to represent the interests data reporting at all levels and positively influence internal and external contacts.
* Highly effective team working skills, with an ability to collaborate and influence others and develop strong and effective working relationships across an organisation.
* Full driving licence and access to a car.

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| **8. DECISIONS AND COMMUNICATIONS** |
| * Works with a high degree of autonomy within the agreed management structure of CHAS.
* Required to work independently as lead data analyst for CHAS
* Work with staff from all areas of CHAS, promoting and influencing good IT database practices and determining the optimum way to support their needs.
* Required to work with initiative and exercise their own judgement when prioritising workload.
* Required to work independently as a database reporting expert providing guidance to staff CHAS wide.
* Meets objectives identified in CHAS Strategic Plan by ensuring data and digitalisation goals are implemented.
* Responsible for identifying and leading on Data Reporting projects, providing recommendations around the purchase of appropriate hardware and software solutions, defining and preparing proposals, including costs, in line with IT budget.
* Authorised to research, evaluate and review existing and potential suppliers.
* Manage time effectively when required to work on a number of tasks in parallel, adjusting plans as appropriate to take account of conflicting priorities and deadlines.
* Required to build and maintain relationships with external suppliers and service providers, negotiating and agreeing development and upgrades timescales.
* On a daily basis, communicates complex data information with leaders, staff and volunteers CHAS wide.
* Contributes to the development and management of Data Policies and Procedures in line with organisational Information Governance requirements.
* Play an active role in Finance and Corporate Services Team contributing to the planning, implementation and delivery of CHAS aims and objectives.
* Works closely with and is supported by IT and Information Governance Manager.
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| **9. SPECIAL CONDITIONS** |
|  **Equipment and Systems*** On a daily basis working with the following equipment: PCs/laptops, Mobile devices, Video Conferencing equipment, Telecoms and peripherals.
* On a daily basis working with the following systems: numerous databases and reporting tools

**Working Conditions*** Regular contact with Senior Leadership and Key Personnel with CHAS
* Regular and lengthy periods of continuous VDU working
* Prolonged use of mouse and keyboard
* Regular driving to other sites or linking via Skype, VC

**Mental Effort*** High level of concentration needed to interpret and design data structures.
* Required to concentrate for long periods of time to analyse data and development of new and existing systems
* Frequent requirement for concentration where the work pattern is unpredictable and frequent interruptions.

**Emotional Effort*** Exposure to distressing or emotional circumstances is rare
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PERSON SPECIFICATION

**Information and Data Analyst**

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| Attributes | Essential | Desirable | Methods of Assessment |
| **Education, Qualifications and Training** | * Educated to degree level in an appropriate discipline with high numerical, reporting and analysis content.
* Evidence of continued learning and recent study.
 | Microsoft Certified Solutions Associate  | Application formInterview |
| **Skills, Abilities and Knowledge** | * Evidence of highly developed planning and organisational skills.
* Communicating with non IT staff, translating their needs into practical solutions
* Understanding of leading projects within an organisation.
* Advanced use of Databases, Excel and SQL reporting
* Evidence of a high level of communication and inter-personal skills, being able to represent the interests of Corporate Services at all levels and positively influence internal and external contacts.
* Highly effective team working skills, with an ability to collaborate and influence others developing strong and effective working relationships across an organisation.
 |  | Application formInterviewTest |
| **Experience** | * Experience in multi-user, multi-site environment.
* Proven track record of interrogating highly complex software configurations.
* Previous data integration project management experience.
* Experience of Office 365 deployment and development.
 | * Experience working within a ‘caring’ organisation
* Working with and supporting volunteers
 | Application formInterview |
| **Personal Qualities** | * Friendly, outgoing manner
* Positive and confident
* Personal drive, initiative and effectiveness
* Accountable for self, actions and decisions
* Commitment to ongoing learning and development
* A commitment to CHAS core value vision and purpose
* A commitment to working with/supporting volunteers
 |  | Interview |
| **Other requirements** | * Full driving licence and access to car.
 |  | Application Form |