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| **JOB DESCRIPTION** |
| **Job title:** | Senior Data Warehouse Developer |
| **Team/Department:** | Business Intelligence & Analytics  |
| **Location:** | As agreed and in accordance with contract of employment |
| **Hours of work:** | 37.5 |
| **Job title the post holder will report to:** | Head of BI&A |
| **Job titles reporting to the post holder:** | Junior Data Warehouse Developer |
| **Date the role profile was revised:** | October 2024 |
| **JOB PURPOSE**As a member of the CLEO Systems team, you will play a key role in the development and expansion of a young growth software business, CLEO Systems which is a wholly owned subsidiary of Integrated Care 24 Group (IC24).We are seeking a highly skilled **Senior Data Warehouse Developer** to join our team, specialising in the design, implementation, and maintenance of enterprise-level software solutions in a hybrid environment, integrating both cloud and on-premis infrastructure. This role will involve working with various technologies, including but not limited to Microsoft SQL Server, Oracle, Power BI, Jira, and various SaaS platforms. You will be pivotal in bringing data from multiple systems (via APIs, ETL, and other methods), strategising and implementing best practices for our healthcare clients' scalable, robust, and sellable data management solutions.The ideal candidate will be an experienced professional who guides and mentors junior team members, drives architectural decisions, and delivers top-tier reporting and analytical solutions. This role also includes third-line on-call support responsibilities and frequent interaction with commercial clients and executive stakeholders. Strong technical and communication skills are critical. |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES*** Design, develop, and maintain robust data warehouse solutions that integrate data from various sources, including APIs, ETL processes, and third-party platforms.
* Build and manage scalable data architectures that support healthcare industry reporting and analytical requirements.
* Lead the strategy and implementation of best practices for data management in a hybrid environment (cloud and on-premises).
* Collaborate with cross-functional teams to translate business requirements into technical solutions, ensuring alignment with business goals.
* Provide mentorship and leadership to junior developers and staff members, ensuring they acquire the necessary skills and knowledge to grow.
* Ensure data integrity, security, and performance across various platforms, optimising cloud, and on-premises infrastructure use.
* Work closely with clients, commercial teams, and executive stakeholders to gather requirements, present solutions, and ensure successful project delivery.
* Manage on-call support for third-line issues, providing expert-level troubleshooting and resolution.
* Ensure compliance with healthcare industry standards and data governance protocols.
* Work as part of the BI&A Team at CLEO Systems to ensure the smooth running of the service and project the organisation's professional image.
* Monitor data warehouse performance and suggest improvements when necessary.
* Develop technical documents such as design specifications and test plans.
* Troubleshoot problems with existing databases/ETL processes.
* Analyse source systems to assess data quality issues.
* Lead in creating and maintaining data warehouse and other data analytical toolsets, including multiple reporting platforms (SSRS, Power BI on-premise, cloud and SQL Server Analysis Server).
* Design and maintain data dictionaries and metadata and use best practice methodologies in warehouse design. Supporting and educating others in this area.
* Develop and lead the creation of SSAS Tabular models and Kimball Data Warehouse methodology.
* Lead and conduct testing on reports and data quality, liaising closely with systems development and our BI functions and ensuring any changes maintain data accuracy and align with business processes. Ensure data validation analysis is performed and undertaken throughout the product life cycle, building in data validation rules.
* Lead BI development projects, which included planning, developing, reviewing, updating, and introducing major new IM&T systems from a data/information reporting perspective to meet user requirements. Supported systems reporting and data changes resulting from new business developments, ensuring data accuracy and business/team processes were maintained.
* Support in planning proposed changes to and redesigns of statistical, epidemiological, information and managerial policies and procedures which impact other areas.
* Ensure that staff are actively supported in establishing and maintaining robust systems for collecting analytical, statistical, and epidemiological information.
* Assist in maintaining any archives of information (both manual and electronic), ensuring they are easily accessible if needed.
* Always ensure confidentiality of patient data, by awareness and compliance with existing legislation and good practice, for example Data Protection Act 1998; Caldicott principles and recommendations; local policies and procedures.
* Support our strategy proactively alongside the Head BI & A & CLEO Systems Leadership team.
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| **COMMUNICATION AND KEY WORKING RELATIONSHIPS** The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders. |
| **ENVIRONMENT**CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/).  |
| **HEALTH AND SAFETY**The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.All ColleaguesYou have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.ManagersYou must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks. DirectorsYou must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. |
| **EQUALITY AND DIVERSITY**CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.  |
| **INFORMATION GOVERNANCE** Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS** We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check. This post has been assessed as requiring a basic DBS check.  |
| **REHABILITATION OF OFFENDERS ACT 1974**Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent. This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions. |
| **PERFORMANCE AND DEVELOPMENT REVIEW**This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. |
| **VARIATIONS**This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.  |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | Qualified to graduate level or equivalent experience.Experience: 5+ years in data warehousing, ETL, and data integration, with at least 3+ years working in hybrid cloud/on-premises environments.Recognised IT qualification (e.g., ICDL) | Microsoft Certified Professional. |  |
| **Experience** | Proficiency in Microsoft SQL Server, Power BI, and Oracle databases.Experience with ETL tools and platforms for data extraction and integration.Strong knowledge of APIs and integrating with SaaS platforms.Experience with reporting tools and delivering analytical solutions.Kimball Data Warehouse Methodology. | Healthcare/ Commercial Knowledge: Experience working with data in healthcare systems. |  |
| **Practical skills** | **Leadership**: Proven ability to lead teams, mentor staff, and manage projects.**Communication Skills**: Excellent verbal and written communication, with the ability to convey technical information to both technical and non-technical stakeholders.**Problem-Solving**: Strong analytical and problem-solving skills, with the ability to handle complex system architectures.**On-Call Support**: Willingness to provide third-line on-call support as needed. | Familiarity with cloud platforms (Azure, AWS, etc.)Understanding of healthcare data standards (e.g., HL7, FHIR)Experience with Jira for project tracking and management. |  |
| **General** | Self-starter and motivated, with the ability to learn new skills if required. Friendly and helpful manner with the ability to be able to contribute and support the success of the BI&A Team.High levels of self-confidence, self-knowledge, and awareness with the ability to use judgment to query unusual data.Ability to be flexible and to adapt to changing and challenging circumstances.Ability to establish good working relationships with people at all levels.Able to work with several Projects within agreed time scales.Willing to develop leadership skills and mentor junior members of the team.Emotional resilience and effective stress management. |  |  |