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| **JOB DESCRIPTION** | |
| **Job title:** | Senior Business Intelligence Analyst |
| **Team/Department:** | Business Intelligence and Analytics |
| **Location:** | Remote/Hybrid |
| **Hours of work:** | 37.5 p/w |
| **Job title the post holder will report to:** | Head of BIA |
| **Job titles reporting to the post holder:** | None |
| **Date the role profile was revised:** | 10/11/2023 |
| **JOB PURPOSE**  You will be assessing our organisation's processes and operations and determining opportunities to increase efficiency.  Your insights will be used to achieve CLEO Systems business strategies and working with a variety of healthcare clientele, who delivery a multiude4 of differing healthcare services across the UK.  You will be collaborating with business executives or people in leadership positions on a regular basis.    You will be providing leadership to teams and collaborating with senior management to manage resources, timelines, and expectations for deliverables. Demonstrate up-to-date expertise in Information Systems and apply this to the development, execution, and improvement of action plans by providing advice and guidance to others in the application of information and best practices.  You will also be supporting the implementation of business solutions and analysing the benefits of those solutions. Identifying areas for improvement and negotiating with stakeholders to implement change.  Collecting project requirements and meeting with project teams regularly to coordinate tasks and resolve conflicts. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * Manage customer relationships and expectations by developing a communication process to keep others up to date on project results. * Stay current with customer needs and strategies; utilising formal and informal written communication methods (for example, emails, newsletters, PowerPoint presentations, executive updates, task lists, updates) to communicate updates and findings; and facilitating project meetings and presentations to all types of diverse audiences (for example, senior management, Customers, technical staff) * Lead or participate in multiple projects by completing and updating project documentation; managing project scope; adjusting schedules when necessary; determining daily priorities; ensuring efficient and on-time delivery of project tasks and milestones; following proper escalation paths; and managing customer and supplier relationships. * Provide leadership to team members and peers by collaborating with others; articulating ideas and viewpoints to senior management, peers and others; identifying and initiating projects; managing resources; driving the resolution of issues; and holding self and team accountable for results. * Identify, create, and facilitate process design changes by conducting business and systems process analysis and design at a complex level; focusing on quality improvement and data management; ensuring data is reliable and valid; developing process improvements or re-engineering and recommending elimination; integrating new systems and processes with existing ones; and partnering with internal and external customers to ensure systems provided meet the long-term business strategies. * Provide and support the implementation of business solutions by building relationships and partnerships with key stakeholders; identifying business needs; determining and carrying out necessary processes and practices; monitoring progress and results; recognising and capitalising on improvement opportunities; and adapting to competing demands, organisational changes, and new responsibilities. * Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan) * Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process. * Elicit and clearly document business and systems requirements. * Assess business process and system inefficiencies. * Identify ways to increase adoption and customer satisfaction. * Demonstrated fluency in business processes and processes differentiation. * Ability to analyse and synthesise business requirements, including recognising patterns and conceptualising processes. * Understand and negotiate needs and expectations of multiple stakeholders. * Serve as a liaison between Operations and IT to assist or gather business requirements needed for system modifications, enhancement, and implementations. * Assist with and test implementation for all payer and vendor relationships to ensure data transfer collection, quality and reporting relationships are working appropriately down to the market level to ensure market team member and provider experience is appropriate. * Create and maintain issue logs, meeting minutes, meeting schedules, project summaries and updates. * Create and maintain project schedules by developing project plans and specifications, estimating time and resources, monitoring milestone completion, tracking all phases of the project lifecycle, providing timely reporting of issues that impact project progress, coordinating actions and resolving conflicts. | |
| **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 Colleagues  You 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.  Managers  You 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.  Directors  You 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** | Bachelor’s degree or relevant equivalent knowledge & experience related to analysis or information management. | Recognised Health Informatics qualification or equivalent experience.  General Management qualification | Application |
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| **Experience** | Understanding of Data Warehousing architecture, AI & ML tools and experience of working with NHS data  Experience of using advanced computer software to create complex statistical queries / data models (e.g., Simul8, SQL, MS Excel)  Experience of implementing improvement, monitoring change, and assisting colleagues in changing their working practices  Extensive experience of contributing to the development of and implementing organisational/business strategy, transforming vision into solid action at all levels  Experience of providing self-service tools using products such as PowerBI/Tableau/QlikView and able to support such a development. | Experience of implementing improvement, monitoring change, and assisting staff in changing their working practices  Experience of the delivery of a complex technical strategy in a medium/large organisation (preferably within healthcare) | Application/ Interview |
| **Training** | Evidence of on-going development and continuous learning  Programming Language like T-SQL, Python, R, DAX, MDAX etc. | Recognised qualification in programme methodology at practitioner level, e.g., Managing Successful Programmes, or E D Application / Interview 8 Requirements Description Essential / Desirable How identified equivalent experience in programme management. | Application/ Interview |
| **Practical skills** | Exceptional leadership and communication skills with experience of dealing directly with a wide range of internal and external stakeholders.  Ability to provide high-quality information, analytical interpretation, and intelligent modelling along with technical knowledge of SQL and Power BI.  Strong interpersonal and negotiating skills, with the ability to engage, build and sustain relationships across a wide range of stakeholders.  Drive, energy and enthusiasm and resilience to deliver end results and improvements.  Excellent organisational and time management skills to meet competing priorities.  Excellent presentation skills with the ability to engage and influence diverse audience. |  | Application/ Interview |
| **General** | Willingness to work in other areas of the organisation as and when required to so. |  | Application/ Interview |