|  |  |
| --- | --- |
| **JOB DESCRIPTION** | |
| **Job title:** | Business Intelligence Analyst |
| **Team/Department:** | Business Intelligence & Analytics |
| **Location:** | Regional Head Office /As agreed |
| **Hours of work:** | 37.5 |
| **Job title the post holder will report to:** | BI Manager & Head of Region |
| **Job titles reporting to the post holder:** | N/A |
| **Date the role profile was revised:** | 08/02/2023 |
| **JOB PURPOSE**  Working within the Business Intelligence & Analytics Department the post holder will be required to deliver development and successful achievements of the company’s information and reporting strategy across all areas covered by IC24, ensuring projects are delivered within agreed timescales and scope.  You will be working with the BI&A team, supporting junior BI Analysts to deliver highly effective and efficient recommendations across the business, using data-driven insights you have gathered.  You will maintain and manage the administrative tasks within the team, contractual reporting, and all other reporting repositories (mobile, on-premises, cloud, dashboards) in support of internal and external ad-hoc and regular requests as well as standard weekly / monthly / quarterly performance reporting.  Contribute to areas including data analysis and reporting e.g., interpreting, and resolving analytical, statistical, and epidemiological information.  You will liaise with all members of the Business Intelligence & Analytics team, other managers, and healthcare professionals from across the organisation and externally. | |
| KEY RESPONSIBILITES AND ACCOUNTABILITIES   * You will be providing proof of concepts for data warehouse and SQL Server analysis production to the data warehouse team. * You will have the responsibility of reviewing policies and operating procedures, developing changes to enhance efficiencies, and working with various stakeholders to implement new policies and procedures. * Producing and maintaining documentation to the highest quality for internal and external audiences. * Analyse large datasets using data mining techniques * Develop and maintain data models to support business decisions * Design, develop, and automate reports based on business requirements * Analyse and interpret results using statistical techniques * Identify areas of improvement in existing data systems * Coaching and training members of the team, conducting interviews, gathering requirements, and providing reports and insights to various stakeholders. * Work as part of the BI&A Team to ensure the smooth running of the services we provide, and to project the professional image of the organisation. Lead and carry out the day-to-day duties of the BI&A team to provide efficient, effective, and accurate information in a timely manner in line with organisational expectations and standards. * Work as part of the BI&A to perform complex data analysis in support of internal and external ad-hoc requests and projects as well as standard weekly, monthly, and quarterly performance reporting. Perform any input and manipulation of data via various databases / systems. * Complete and maintain all documentation. Managing the repository and updating technical specifications on application documentation where appropriate. * Support in the provision of performance and activity reports required by the Service Leads regarding any operational, clinical, CG or IG matters across the organisation. * Lead and carry out testing on reports and data quality, liaising closely with systems development and ensuring any changes maintain data accuracy and are in line with business processes. * Work as part of the BI&A team to contribute and support other teams when communicating conclusions drawn from, and implications of results from, statistical performance to a wide range of internal and external staff, guiding them on a certain course of action that is understandable to various audiences. * Ensure that staff are actively supported in establishing and maintaining robust systems for the collection of analytical, statistical, and epidemiological information. * Assist in planning specialist projects which impact across clinical and non-clinical areas. Including the planning, development, review, update, and introduction of major new IM&T systems from a data/information reporting perspective to meet user requirements. Support systems reporting and data changes resulting from new business and developments, ensuring data accuracy and business/team processes are maintained. * Assist in planning proposed changes to, and redesigns of, statistical, epidemiological, information and managerial policies and procedures which have an impact on other areas. * Assist in maintaining any archives of information (both manual and electronic); ensuring it is 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. * Participate actively within the BI&A team and in liaising with members of the IM&T Team, other managers, and healthcare professionals. * Support in the maintenance of dashboards, data warehouses and other data analytical toolsets plus the SQL Reporting Services platform (including associated Web Report Repository), supporting end-user participation and understanding across the organisation. | |
| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**  The post holder must be able to always demonstrate excellent communication and interpersonal skills, and build and maintain good working relationships with all stakeholders including the following:   * BI&A * Teams within Digital Technology & Performance * Locality Operations & Clinical Teams * Central Services * Other Health Providers & Commissioners * Other Stakeholders * NHS England & NHS Digital | |
| **ENVIRONMENT**  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. | |
| **HEALTH AND SAFETY**  The post holder will be required to comply with the duties placed on employees of IC24 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. | |
| **EQUALITY AND DIVERSITY**  IC24 has 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.  IC24 is 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 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**    IC24 is 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**    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, 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, 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 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** |
| --- | --- | --- |
| **Qualifications** | Qualified to graduate level or equivalent experience  Recognised IT qualification (e.g., ICDL) | Microsoft Certified Professional |
| **Experience** | Previous experience of web-based data management  Experience of working without supervision  Minimum 1 year experience in a similar role  Experience with analytical software - such as Power BI/ SSRS for Report authoring | Experience of working with health-related data in the NHS  SQL Server Integration Services  Project Management skills  Lean Six Sigma or Lean Organisation techniques or something similar |
| **Practical skills** | Able to plan and prioritise own workload and work effectively under pressure to meet tight deadlines and respond to changing priorities  Accurate with attention to detail and able to present work to a high standard  Good verbal and written communication skills  Ability to research complex technical subjects  Knowledge of Information Governance and Security and confidentiality issues  Excellent IT Skills (MS Office Applications)  Able to work in a systematic, methodical, and orderly way |  |
| **Personal Qualities** | Self-starter and motivated  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 judgement to query unusual data  Emotional resilience and effective stress management |  |