

Northumberland County Council

JOB DESCRIPTION

Post Title: Data Analyst Officer		Director/Service/Sector: Information Services, Adult's		Office Use
Band: 5		Workplace:		JE ref: 4011
Responsible to: Senior Information Analyst		Date: August 2021	Job Family:	
Job Purpose: <ul style="list-style-type: none">• To provide a comprehensive and high level of support to senior managers and heads of service in order to manage the data to support the delivery of Adult Social Care.• To provide a comprehensive administrative service on a day to day basis to the Information Services Team with the assistance of the current administrative posts.• To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries.				
Resources	Staff	<ul style="list-style-type: none">• Demonstrates duties to new starters• Support the Information and Performance Manager and Information Services Team in the development and delivery of any training/presentations related to Adult Social Care information.		
	Finance	<ul style="list-style-type: none">• Ordering department resources (small stock items) and supply requisitions when necessary.• Exercise personal duty of care regarding the safe use of equipment• Utilise resources and supplies necessary for role• Assists in maintaining stock in own area		
	Physical	<ul style="list-style-type: none">• They will support senior managers and heads of service on a day to day basis with comprehensive data analysis (both local and national data), reporting of the data, information returns, report writing, audits and general ad-hoc data and information requests along with general IT support for the team.• Manages diaries, arrange/minute meetings, book appointments		
	Clients	<ul style="list-style-type: none">• Communicate with the Information Services Team, other departments and Business Units internally and other key stakeholders		
Duties and key result areas:				
Dimensions <ul style="list-style-type: none">• The post holder will be a key member of the Information Services team whose overarching goal is to support the effective use of data, information, knowledge and technology to improve, inform and support the organisation in its goals of support for service users with social care needs.• The post holder will provide high quality project, service and administrative support to the Information Services Team, including information analysis as well as undertaking reporting and analysis of information to support the delivery of the programmes of work within the Information Services team.• They will support senior managers and heads of service on a day to day basis with comprehensive data analysis (both local and national data), reporting of the data, information returns, report writing, audits and general ad-hoc data and information requests along with general IT support for the team.• The post holder will also provide comprehensive administrative and secretarial support on a day to day basis to the team. This will include:<ul style="list-style-type: none">- Responsibility for recording data, maintaining files and producing reports/presentations/spreadsheets- Ensuring invoices are authorised, coded, logged and passed to finance for payment				

- Providing general administrative support to the team, including managing electronic diaries of senior staff
- Monitoring and order office equipment and consumables, arranging delivery and storage
- Training of new staff in administrative duties
- Any other duties and responsibilities as directed.

Communications and Relationships

- Required to demonstrate advanced communication skills as the post holder will be communicating sensitive and complex information to a range of staff both within and out with the organisation
- Summarise and communicate complex information into an easily understood format for review
- Provide and receive sensitive and commercial information in relation to Adult Social Care business including written, verbal or electronic format.
- Manage incoming correspondence, phone calls and emails, including that of a confidential and sensitive nature, exercising independent judgement in order to initiate appropriate action.
- Respond to enquiries from patients, partners and stakeholders to provide information in line with agreed protocols, Trust policies and procedures.
- Communicate with the Information Services Team, other departments and Business Units internally and other key stakeholders
- To deal with sensitive information of a delicate and personal nature, requiring a degree of empathy and re-assurance
- Directs incoming calls and initiate appropriate responses according to guidelines/protocols, liaising with the Information and Performance Manager
- Communicate with other agencies and organisations, inside as well as out with the NHS organisations.
- Ability to liaise and engage with clinicians and managers
- Excellent communication skills.
- Must be able to meet the English Language proficiency level required for this post

Analytical

- Ability to interpret and communicate information to adult social care professionals in a meaningful manner ensuring compliance with instructions
- Analyse, take initiative and react positively and swiftly to situations requiring urgent attention ensuring that relevant officers are kept informed of events and decisions taken
- Ability to make judgments involving a range of facts or situations, some of which may require analysis
- Check and validate raw and processed data for errors, omissions and anomalies using automated and manual systems.
- Identify and report when data issues result from possible faults in processes and systems making recommendations for improvements where possible.
- Monitor data quality by generating reports to analyse where there are gaps in information that require action in order to validate data quality.
- Work with the Information Services Team to identify approaches to improving data quality

Planning and Organisational

- Deliver against agreed objectives
- Organise meetings or events and assist in the diary management
- Manages diaries, arrange/minute meetings, book appointments
- Manage and organise own workload and activities.
- Prioritise, prepare and dispatch documents and information as required.
- Manage the coordination and dissemination of service user information

Physical Skills

- · Keyboard skills use of IT packages, manipulating data
- · Accuracy related to typing of documents and undertaking room bookings

Patient/Client Care

- · Deal with telephone enquiries from all sources, directly resolving where possible, or ensuring effective communication of efficient transfer of call to personnel.
- · Ensure patient confidentiality is maintained in accordance with policy

Policy and Service Development

- · Follows policies in own role, may be required to comment on or propose changes to own area of practice
- · Adhere to all Policies.
- · Contribute to discussions with the teams on improvements to local Operational Policies and Procedures to maintain an effective and efficient service.

Human Resources

- · Demonstrates duties to new starters
- · Maintains positive working relationships with staff across the organisation, including senior practitioners, managers, social care professionals and support staff.
- · Will attend mandatory training as per policy and undertake basic workplace assessments.
- · Support the Information and Performance Manager and Information Services Team in the development and delivery of any training/presentations related to Adult Social Care information.

Financial and Physical Resources

- · Ordering department resources (small stock items) and supply requisitions when necessary.
- · Exercise personal duty of care regarding the safe use of equipment
- · Utilise resources and supplies necessary for role
- · Assists in maintaining stock in own area

Information Resources

- · Compile and produce regular and ad hoc reports and information packs as required by Adult Social Care
- · Post holder will be required to demonstrate advanced level use all of the standard Microsoft Office software (Word, Excel, Outlook, Powerpoint etc) to create relevant reports and documentation.
- · Post holder will create and maintain databases and spreadsheets to ensure prompt and accurate information is available on request.
- · Ensure that the Trust policies, procedures and standards for records management are implemented, maintained, monitored and reviewed.
- · Knowledge of the Intranet and the Internet to research information as required by the team
- · Awareness of Data Protection Act 1998 and information security issues including Caldicott, and work within guidelines
- · Responsibility for data entry via appropriate data entry systems.
- · Access information via IT systems such as Swift
- · Regularly required to use software to produce data to demonstrate service activity.
- · Setting up, managing, maintaining information on/in database/filing systems, ensuring that information is appropriately and securely stored, filed and retrievable.
- · Document and monitor all aspects of data collection for the Information Services Team.
- · Responsible for recording service user data accurately.
- · An aptitude for the use of standard software packages with experience and use of data extraction and query tools

Research and Development

- Assist in any survey or audits as necessary.
- Assist in the production of reports as required, including collecting and compiling statistics for reports on an occasional basis.

Freedom to Act

- Follows standard operating procedures where managers will be available for reference
- Required to meet deadlines and time manage, providing a flexible approach to work requirements
- Use own initiative, work without direct supervision, organise and prioritise own workload and output
- The post-holder will use their own judgement in prioritising tasks, liaising with the Senior team to facilitate their work
- Exercise independent judgement and initiative when dealing with highly sensitive issues.
- Be guided by Policies and Procedures
- Refer to Line Manager for advice if necessary

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly office based but some travel required.
Working conditions:	Mainly indoors. Occasional exposure to working outdoors.

Northumberland County Council
PERSON SPECIFICATION

Post Title:		Director/Service/Sector:	Ref:
Essential		Desirable	Assess by
Qualifications and Knowledge			
<ul style="list-style-type: none"> NVQ level 4 or equivalent qualifications or experience ECDL or equivalent Knowledge of a range of work procedures and practices Knowledge of a full range of IT systems i.e. Microsoft office – Word, Excel, Swift Knowledge of or experience in coaching and mentoring practices and tools Knowledge of or experience in Quality improvement tools, techniques and methods 			
Experience			
<ul style="list-style-type: none"> Experience of multi professional working Understanding of health and social care environment Understanding of patient centred care Ability to work to deadlines Experience of databases and information management Awareness of the need for confidentiality in accordance with Data Protection Act and national/local guidelines Experience of working with, analysing and interpreting data into a format for presentation. 		<ul style="list-style-type: none"> Experience in NHS environment Experience of working with client level data 	
Skills and competencies			
<ul style="list-style-type: none"> Excellent organisational skills Excellent Communication Skills Ability to plan a complex workload Must be able to meet the English Language proficiency level required for this post Ability to communicate with staff at all levels. Learning agility and commitment to self-development 			
Physical, mental, emotional and environmental demands			

<p>Physical</p> <ul style="list-style-type: none"> • Sit for extended periods of time at computer in order to complete tasks accurately and within deadline. • Frequently lift/carry IT/presentation equipment. <p>Mental</p> <ul style="list-style-type: none"> • Frequent periods of concentration will be required e.g. checking detailed documentation, ensuring timelines are planned accurately. <p>Emotional</p> <ul style="list-style-type: none"> • Exposure to distressing or emotional circumstances is rare • Dealing with sensitive and confidential material <p>Working Conditions</p> <ul style="list-style-type: none"> • The post holder will be office based and there will be regular use of VDU equipment. • The post holder will frequently have to carry IT/presentation equipment/committee papers across various Trust sites. • The post holder will be required to drive to all sites 		
Motivation		
Other		
<ul style="list-style-type: none"> • Essential flexible approach to working (both time and workload) • It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits