



## Key Result Areas

### Business Intelligence

To provide leadership for the Information Services department overseeing the management and development of the service to ensure that it meets the Trust's core business objectives.

Act as the subject matter expert in all aspects of the Information Services team's remit, in particular data standards, data quality principles, business analysis and modelling

To ensure the delivery of meaningful Business Intelligence throughout the Trust widely engaging with all levels of stakeholders.

Implementation of business intelligence tools that provide departments with self-service analytics functionality and specialist expert support utilising a range of data sets.

In line with the digital strategy and in conjunction with the BI Architect, define and implement a Business Intelligence (BI) Strategy that will enable an 'Information at the fingertips' culture.

To lead the development of local business intelligence policies to reflect national and local imperatives ensuring these are integral to the strategic direction of the Trust.

### Information Services and Business Analysis

To provide expert advice in the use of analysis and presentation of data.

Ensure all mandatory statutory or local contractual returns are delivered to the national timescale and that each return undergoes appropriate quality assurance prior to submission.

Ensure that the reporting and information requirements are developed to enable the Trust to secure an appropriate level of income through its contracts.

To provide analytical support for capacity planning, annual operational planning to include benchmarking with local and national peers. Ensure the team provides wider staff with support to understand what data is indicating to help design mitigating action planning.

Produce, maintain and develop trust wide capacity planning models and systems that reflect the changing nature of service provision and allow plans to be flexed as required.

To work with clinicians, managers, Clinical Directors and members of the Executive team to develop and maintain a

## Data Quality

Responsible for the development and implementation of a data quality policy, ensuring all individuals, departments and managers understand their responsibilities and take ownership for data quality.

Ensure a comprehensive data quality notice approach is maintained and updated to reflect key data quality concerns.

Enable staff to have an overview of their data quality performance against key KPIs with escalation to performance reviews.

Responsible for routinely providing self-assessment against national and local data quality assurance tools.

## Other

Create a productive and effective working relationship with the BI architect, ensuring their expert guidance is translated in the BI strategy and the overall Business Intelligence function under the Head of Information and BI architect supports one another.

Manage the staff within the Information Services Department in accordance with Trust policies and procedures. Support staff's personal development through the Trust's IPR process.

Develop a workforce strategy for the Information Services department which promotes a culture of professionalism, offers development opportunities for staff and provides the structures for delivery of a high class service.

Manage and hold the department's staff and non-staff budgets.

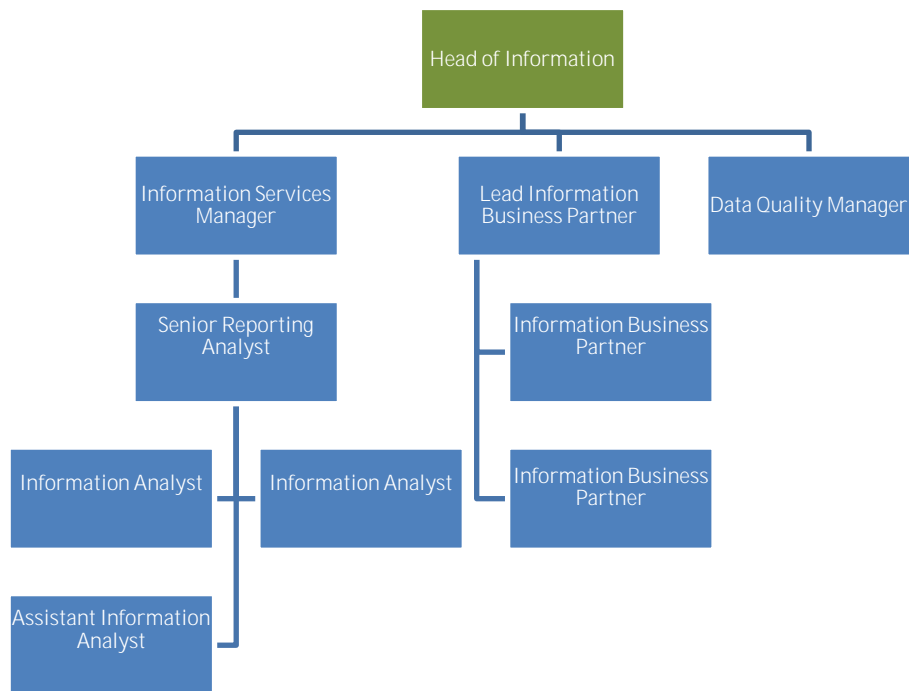
Ensure that fit for purpose documentation is in place for all processes undertaken within both the post holder's teams.

To maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake appropriate mandatory training and updates in infection prevention and control.

To support directorates with CIP plan development through the use of information and/or improvement in data quality.

To respond to any requirements in the Data Security and Protection Toolkit (DSPT), ensuring any actions are completed to enable the Trust to achieve the required annual compliance.

To embrace and promote the Trust Values and Behaviours.



## Qualifications, Skills, Knowledge and Experience

### Qualifications

- Masters Degree or equivalent in numerical subject, and evidence of continuing professional development
- High level statistical knowledge
- At least four years experience working in an NHS IM&T/Informatics Department in the NHS or another large organization with at least 2 working within an Information service.
- At least two years' management experience

### Knowledge

- Expert knowledge of NHS data sources
- Clear understanding of NHS patient activity information, statutory data requirements, data definitions and performance measures
- Excellent software skills, including Windows products and relational databases (including SQL) including advanced keyboard skills to enable the rapid and accurate manipulation of data at speed.
- Sound working knowledge of design architecture, data warehousing, commercial business intelligence tools and analytical methods.

### Planning and Organisational Skills

- Leadership and motivation to innovate in the workplace
- Ability to motivate self and others to achieve success
- Ability to work under pressure and to tight deadlines
- Good interpersonal and communication skills and able to liaise with different levels of staff

Negotiating and influencing skills  
Good staff management, development and motivational skills

#### Analytical and Judgement Skills

Ability to generate detailed data reports and to inform decision making  
Excellent numeracy and data analysis skills  
Good problem solving skills  
Ability to understand information needs and deliver the patient activity reporting to support this in a rapidly changing environment  
Skilled in the presentation and interpretation of data  
Ability to interpret, analyse and resolve highly complex IM&T problems where leading opinions may conflict

#### Experience

At least 4 years' experience in information analysis and interpretation or software design  
Experience relevant to working in an acute Trust  
Leading and effecting successful change  
Proven experience of resolving complex information issues and communicating these to staff at all levels  
Managing teams

#### Working Conditions & Effort

This role requires the ability to juggle complex issues whilst dealing with demands from Executive Directors, clinicians and Senior Managers  
The role requires flexibility in approach with working hours with occasional evening and weekend working being required  
The role requires communication with external contacts of high profile  
High levels of concentration and mental effort required whilst handling frequent interruptions to answer complex queries from stakeholders and staff members  
The role is primarily office based and there is a requirement to use VDU equipment more or less continuously on most days

#### COMMUNICATIONS AND RELATIONSHIPS SKILLS

The post holder must have the skills and experience to receive, interpret and communicate highly complex service related matters, at the highest level. This may be internal, external, written and/or verbal.  
Be able to communicate clearly and concisely to a wide range of groups at all levels throughout the Trust, e.g. business cases, national initiatives and Facilities Directorate issues



