

Job Description and Person Specification

Job Title	Information Analyst
Directorate	Resources
Department/Team	Information and Analytics
Location	London / Taunton
Grade	3.2 / Band 7
Reports to	TBC
Contractual notes	Permanent

Job Summary/Purpose

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

With infrequent supervision required from a senior member of the team, i.e. Senior Information Analyst, Principal Analyst, Leadership Team, the Information Analyst will deliver a high quality data analytics service to NHS Improvement's business teams using sound knowledge of NHS data and business processes, and good technical skills in data management, business intelligence and analytics – data modelling, data visualisation (e.g. Tableau, Qlik), data blending (e.g. Alteryx, SSIS), statistical software (e.g. SAS, SPSS, R), SQL, etc. –, with a focus on building self-service analytics solutions which will allow business users to analyse data themselves.

The Information Analyst will support the Principal Analysts and Senior Information Analysts with research on emerging analytics tools and technologies, as required, and contribute to putting forward options and recommendations on how NHS Improvement can take advantage of relevant tools and technologies to become a high-performing insight-driven organisation.

The post holder will provide hands-on, technical support to developing appropriate solutions to address the underlying issues that providers are facing / likely to face in future while producing insightful analysis on topical issues as required. The post holder will be responsible for the accurate and timely production of ad hoc, weekly, monthly management information.

The post holder will be practically minded and will be able to ensure that the proposed solutions are supported and implementable while applying a structured change management approach and methodology for the impact of any change. The post holder will also liaise with analytical capabilities elsewhere within the organisation to promote collaborative working; introduce defined standards on analytical solutions development; drive best practice and ensure effective usage of analytical solutions across NHS Improvement.

Key Accountabilities

Research

- Support Principal Analysts and Senior Information Analysts with research on emerging / advanced analytics tools / techniques / technologies, e.g. spatial analytics, predictive analytics, mobile analytics, as well as evaluation of new versions of existing software to recommend further value-adding initiatives;
- Seek best practices and bring innovative thinking through emerging external landscape and trends that can bring about step change or continuous improvement in data analytics;
- Take part in building advanced analytics capabilities / solutions, e.g. statistical and modelling work, supporting the Principal Analysts and Senior Information Analysts, as requested;
- Contribute to building a pipeline of opportunities that fully exploit the benefits of the SIP (Strategic Information Platform) to gain new insights;
- Collate as required, qualitative and quantitative information and lead appropriate analysis to support the development of robust business cases to build solutions.

Development, Analysis and Consulting

- Engage with business teams to determine their data analysis requirements and to develop plans to meet those needs within the Information and Analytics team;
- Contribute to design and development of analytical solutions, e.g. benchmark dashboards, to enable self-service analytics for the business users;
- Be a member of a workstream / lead a single workstream, e.g. analytical solution development, performance report development, urgent care performance analysis, in collaboration with cross-functional team members and guiding more junior resources in the team, as required;
- Ensure that all data analyses / reports are fully tested, documented and traceable;
- Where possible, provide advice and guidance to business users, within NHS Improvement, on healthcare data and analytics and ensure data sets and tools

are used appropriately;

- Support impact assessment of solutions requests in collaboration with Technology and Data, as required;
- Suggest innovative feature set to all existing and future products;
- Contribute to performing deep-dive analyses on issues, utilising intermediate / advanced technical skills, to deliver insights to key stakeholders to support recommendations and decision making.

Methodology, Process and Policy Development

- Contribute to developing, maintaining and regularly reviewing department-wide and related processes and policies;
- Contribute to defining standards on analytical solutions development, driving best practice and ensuring effective usage of analytical solutions across NHS Improvement;
- Contribute to the development of KPIs, including user satisfaction and the number of active users, to measure / monitor the success of the analytical products;
- Contribute to the development of key performance indicators for the successful assessment of individual and workstream success;
- Contribute to the development and continual improvement of analytical solutions, development frameworks and processes, supporting the design and development of NHS Improvement systems;
- Provide technical support in standardising analytical solutions in terms of user experience;
- Contribute to defining data management standards to support the ongoing development of the data analytics offering, working with Technology and Data, external consultants and / or providers as appropriate;
- As required, contribute to design and development of team policies, processes, standards, guidelines and templates to improve the team's service capability and quality.

Team Development

- Provide input to setting team objectives and suggest ways through which team can further grow personally and professionally;
- Where appropriate, assign tasks to / manage other junior Information Analysts in his / her responsible workstreams and contribute to setting workstream-specific performance objectives for himself / herself as well as the Information Analysts;
- Ensure that best practices and methods are applied by the workstream members, having advised workstream members on procedural and technical approaches;
- Take part in the coordination of training and development activity across the Team;
- Contribute to lessons learnt sessions with suggestions for improvement.

Knowledge Management

- Actively promote the Information and Analytics capability across NHS Improvement through presentations / workshops in order to encourage efficient and effective use of the organisation's data assets, analytics tools and products;
- Contribute content to technical user groups / forums, e.g. Tableau, to increase the uptake of the analytical tools, solutions, and techniques across the business

- and showcase advanced uses cases;
- Maintain key communication channels with other analysts in other functions across the organisation to share skills between the functions and to identify opportunities for collaboration;
- Promote good Knowledge Management practices so that NHS Improvement can collaborate efficiently across functions and access the information required quickly;
- Liaise with analytics users elsewhere within the organisation;
- Identify knowledge / intelligence gaps and propose systems / processes to address these gaps.

Role Dimensions
<p>Key Relationships (External)</p> <ul style="list-style-type: none"> • NHS providers (including NHS foundation trusts, NHS trusts and independent and third sector providers); • NHS England; • Clinical Commissioning Groups (CCGs); • Care Quality Commission; • Department of Health and other Government Departments; • Think Tanks and / or consultancies where needed; • NHS Digital and other data providers; • Software vendors and external Information Systems consultants.
<p>Key Relationships (Internal)</p> <ul style="list-style-type: none"> • Technology and Data; • Teams across other Directorates; • Other internal analytical capability groups, e.g. Improvement Analytics, Economics, Pricing, etc.
<p>Numbers and types of staff managed</p> <p>NIL</p>
<p>Budget Managed</p> <p>NIL</p>

Person specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area. 	<ul style="list-style-type: none"> • Post-graduate degree in Management Studies or equivalent.

<p>Experience & Knowledge</p>	<ul style="list-style-type: none"> • Significant experience of successfully operating in a politically sensitive environment; • Evidence of continued professional development; • Demonstrated experience of co-ordinating projects in complex and challenging environments; • Experience of managing risks and reporting; • Experience of drafting briefing papers and correspondence at Senior Management Team level. 	<ul style="list-style-type: none"> • Experience of monitoring budgets and business planning processes; • Understanding of the public sector; • Demonstrated experience in a Healthcare environment; • Comprehensive knowledge of project principles, techniques and tools.
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Skills, Abilities and Attributes	<ul style="list-style-type: none">• Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required;• Experience of creating and giving presentations to a varied group of internal and external stakeholders;• Ability to analyse very complex issues where material is conflicting and drawn from multiple sources;• Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making;• Numerate and able to understand complex financial issues combined with deep analytical skills;• Experience of setting up and implementing internal processes and procedures;• Demonstrated	<ul style="list-style-type: none">• Knowledge of Financial Systems, e.g. monitoring budget management, processing invoices and procurement.
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	<p>capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.</p>	
<p>Other</p>	<ul style="list-style-type: none"> • Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales; • The promotion of equality of opportunity and good working relations (providing practical leadership); • Experience of managing a team without direct line management. 	