**Job Description**

|  |  |
| --- | --- |
| **Job Title** | Senior Data Analyst  |
| **Organisation** | Imperial College Health Partners |
| **Pay Band** | AfC Band 8a |
| **Accountable to** | Director of Information |
| **Responsible to** | Partnership & Analytics Lead |
| **Location** | Office based - 30 Euston Square, London, NW1 2FB |
| **Hours** | 37.5 hours (with opportunity for flexible working) |

|  |  |
| --- | --- |
| **Background and core purpose** | * Imperial College Health Partners is a not for profit organisation, established by its constituent NHS and academic members. We exist to improve population health, and we do that by supporting partners to understand complex problems, to innovate, and to implement new approaches sustainably within complex systems.
* ICHP is also the designated Academic Health Science Network (AHSN) for North West London – one of 15 across England. We are funded through local member contributions, national NHS income as well as commercial income to ensure sustainability.
* We turn the potential of innovation into reality to help solve pressing challenges by collaborating across the health sector: by connecting a unique network of health experts, ICHP can accelerate the adoption and spread of innovation amongst our member organisations and beyond.
* Resolving complex problems require us to mobilise different types of skills, making use of a structured theory of change based on problem-solving, evidence-based innovation, and effective change management support. To make this happen, ICHP projects draw together team members from a variety of ‘Skills Centres’ within the organisation, alongside more generalist project support.
* The Senior Data Analyst will lead population health data analytics projects, taking a lead role in extracting and analyzing the linked longitudinal dataset in North West London. This Whole Systems Integrated Care (WSIC) dataset includes Secondary Users Services (SUS), Service Level Agreement Monitoring (SLAM), Primary Care, Mental Health, Community and High Cost Drugs for North West London.
* The role focuses on the data extraction and complex quantitative analysis required to help a stakeholder’s characterise the issues they face, the options they have, or to evaluate the impact of changes made. This requires the postholder to understand why analysis is being undertaken, how the outputs are intended to be used, as well as helping to define how we should undertake the particular method of analysis.
* The job holder will be involved in business development, including the development of the team strategy and required to contribute to components of other projects as needed, depending on skills required, priorities and capacity.
* The role also interfaces with others who play key roles in helping to design projects and products for stakeholders and clients – including those with expertise in innovation & design, safety & quality improvement, transformation support, data infrastructure development, and data analysis (including extraction, processing, and visualisation).
* The role includes active participation in the development and culture of ICHP as an organisation, sharing responsibility for making ICHP a great place to work.
 |
| **General expectations** | You will be leading work across within a complex set of relationships, to help make an impact on population health. You will be able to think laterally, build trusted relationships quickly, and act as a senior manager to lead and direct the work of others within project teams. You will bring an appetite for analytics, evidence, and learning in everything you do and have an ability to understand new subjects rapidly. In particular, the Senior Data Analyst is expected to:* **Demonstrate behaviours** that live our organisational values of collaboration, courage, quality, and impact
* **Show a commitment to learning**, self-reflection, appraisal, and development, including undertaking a Personal Development Plan annually
* **Operate in an environment of significant complexity** and ambiguity, taking time to understand the context of the operating environment and demonstrating good judgement (including seeking counsel from other when needed)
* **Exhibit a curiosity about the work going on across the organisation**, and share with others, internally and externally, impactful work that ICHP supports to enable innovation and resolve complex problems
* **Actively seek to participate in available project opportunities**, with an approximate expectation of being involved in project work for up to 70-80% of your time, and working on several projects at any one time (with a mix of longer-term and shorter-term projects). This is not a formal performance metric, but a rule-of thumb to guide decisions about workload and resourcing.

The description of the role is generic, without reference to specific projects or programmes, which will change over time. Postholders will be assigned to specific projects and programmes during the year, in line with the objectives and development plan agree each year. Postholders will be expected to work in project-based ‘matrix’ teams, working with colleagues drawn from across the organisation.  |
| ***Specific duties*** |
|  | Your responsibilities will include:* Supporting client-facing responsibilities, leading on data modelling and analysis for several concurrent projects.
* Supporting the writing of proposals to meet client project briefs, including resource requirements, cost estimates and timescales and the development of new business opportunities and services.
* Collecting, interpreting, and writing a wide range of technical specifications to support clinical and operational research and contracts for services.
* Leading on the data quality, information governance, data processing and information assurance for the portfolio of projects within ICHP
* Using visualization applications such as Tableau and Excel to present information and share findings in a creative and appealing manner

**Key tasks** * Extracting, analyzing, and presenting health outcomes/activity in relation to client objectives.
* Writing complex SQL queries, analyzing data through SQL Management Studio, and having demonstrable understanding of the data warehousing frameworks.
* Handing conflicting information and making decisions under uncertainty in the absence of clear guidelines or precedent, seeking advice and verification as necessary from more senior management when appropriate.
* Undertaking ad-hoc analysis of highly complex and varied datasets upon request from clients, often with little prior warning, under pressure to tight deadlines.
* Prioritizing and coordinating work for projects and ensuring tight and conflicting deadlines are met.
* Managing the technical architecture and data loads from multiple sources of the WSIC de-identified server.
* Analyzing and reviewing the Data Quality of provider datasets and ensuring technical data load processes are in place and mapped to defined specifications of the database.
* Ensuring change management, release management, and backlog management for the delivery of tasks within de-identified section of the whole systems integrated care project environment.
* Ensuring ICHP/WSIC assets are maintained, and making use of existing systems to solve business problems.
* Developing and implementing new information systems and information flows to collect and store data, analyze, and automate information reporting.
* Keeping up-to-date knowledge of the technologies/software/tools available for data curation and managing the data integrity within a data warehouse.
 |
| ***General responsibilities*** |
| *Communications and stakeholder engagement* | * You are responsible for engaging constructively with a wide range of internal and external stakeholders on a range of complex issues such as the development of a new model of care for services for a particular population group. You will be able to build key relationships and maintain networks internally and externally to ensure the delivery of projects.
* You will be able to confidently employ a variety of styles of written and verbal communication (including email, written reports, meetings, presentations); and you can exercise good judgement to ensure that the content of communications are relevant, proportionate, and communicated in a style that is appropriate for the situation.
* You can identify the impact of contextual factors on communication, and adapts communication to take account of others’ culture, background and preferred way of communicating
* You ensure that your communication exhibit the highest standards of integrity and respectfulness; and that the form and style that you use is suitable, understandable and professional.
* You develop and maintain respectful and clear communication with people, and can maintain this when communicating about difficult matters and/or in difficult situations.
 |
| *Personal and people* | * You will be responsible for updating the organisation’s tools to make visible the time you have spent on projects, and to give a ‘forward look’ about your availability to participate in emerging projects.
* You will seek feedback from others about your work to help identify positive practices and development needs; and you will seek to develop your own skills and knowledge.
* You will work with your manager to identify development needs in relation to current and emerging work demands, and your future career aspirations, and seek support and opportunities for training and ‘on the job’ learning. And you will participate in annual appraisal process to set objectives and developmental actions within a Personal Development Plan, including the commitment to complete mandatory training requirements.
* You will support others within project teams to develop by providing specific and actionable feedback, delivered in a constructive and respectful manner; and you will offer help and guidance to others, where appropriate, to support their development or to help them complete their work requirements effectively.
 |
|  |
| *Quality and improvement* | * You are responsible for delivering high quality consistently, and encouraging others to do so, applying recognised methods as set out within the organisation’s skills centres.
* You will work with self-direction and autonomy demonstrating an ability to prioritise your own workload and manage your time to ensure priorities are met and quality is not compromised; and you act within the limits of your own competence and area of responsibility and accountability, seeking help and advice where needed.
* You will work to support the team and the organisation overall, being supportive when people ask for help or support, within reasonable expectations of your capacity and capability.
 |
| *Relationship management* | * You support good relationship management across a project team, and across the organisation; and you are proactive about forging links within ICHP to understand the spectrum of work that we undertake, and the range of capabilities within the organisation.
* You will be able to demonstrate an understanding of the stakeholder’s context and challenges, work with external stakeholders to establish clear and realistic expectations about projects (including milestones, risks and issues); and you can engage productively with project stakeholders when risks or issues arise, and find practical solutions for resolution, escalating matters in a timely fashion where needed.
 |
| *Organisational leadership* | * You show leadership by example, taking ownership of your responsibilities, and being willing to be held to accountable for delivery.
* You role-model ethical behaviours, developing and communicating standards and expected levels of performance
* You take an interest in the development of the organisation overall, you are prepared to share views about the ICHP constructively, and you play an active role in corporate improvement projects.
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Area** | **Essential** | **Desirable** | **Assessment** |
| ***Values, behaviours & personal attributes*** |  |  |  |
| Demonstrable commitment to the organization’s values, which are: collaboration, courage, quality, and impact. Commitment to focus on quality, to promotes high standard, and to consistently improve patient outcomes. | **X** |  | **A/I** |
| Demonstrate and promote high standards of quality customer care to both internal and external customers | **X** |  | **A/I** |
| Problem solving and can-do attitude | **X** |  | **A/I** |
| Commitment to continual improvement | **X** |  | **A/I** |
| Flexibility to look beyond existing structures, ways of working to produce more effective and innovative means of working. | **X** |  | **A/I** |
| Exercise tenacity in completing tasks set and asking for help when struggling with an aspect of your role | **X** |  | **A/I** |
| Methodical in approach, with a good attention to detail. | **X** |  | **A/I** |
| Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others | **X** |  | **A/I** |
| Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness. Able to use and act on feedback from others on your performance and behaviour. | **X** |  | **A/I** |
| Professional in matters of confidentiality, security, integrity, honesty, performance, attendance, and appearance  | **X** |  | **A/I** |
| Health clearance by Occupational Health for the specified role | **X** |  | **A/I** |
| ***Skills and capabilities*** |  |  |  |
| Adept at constructing technical specifications reflecting the client brief, and to lead work (giving expert advice on data related issues) autonomously but requesting management support as appropriate. | **X** |  | **A/I** |
| Ability to prioritize workload effectively across multiple concurrent projects, within a fast-paced and pressured environment, and work to strict deadlines using a systematic approach | **X** |  | **A/I** |
| Ability to provide and receive highly complex information and to communicate it to others in ways that they understand – including the complexities, opportunities, and limitations associated with using large health and care datasets | **X** |  | **A/I** |
| Advanced level of working with Microsoft Office to produce reports, letters, presentations, spreadsheets and email correspondence  | **X** |  | **A/I** |
| Excellent written and communication skills with the confidence to present and communicate effectively with different audiences | **X** |  | **A/I** |
| Data extraction, analysis, and presentation skills (e.g. via Access, Excel SSRS, SSIS, SQL, Report Builder Skills etc.) | **X** |  | **A/I** |
| Knowledge and experience of statistical programmes and programming languages, such as R, SAS, or STATA | **X** |  |  |
| Ability to work as part of a team and establish and maintain good working relationships, and to be self-directed working on your own initiative | **X** |  | **A/I** |
| Ability to assess planned projects to ensure they will exceed expectations; and to develop and communicate high quality, accurately costed proposals reflecting the client brief | **X** |  | **A/I** |
| ***Knowledge and experience*** |  |  |  |
| Overview knowledge and understanding of the NHS, including the funding and organizational realities  |  | **X** | **A/I** |
| Experience of gathering requirements from stakeholders and writing technical specifications. | **X** |  |  |
| Demonstrable experience developing new data processes and reporting with supporting SOPs | **X** |  |  |
| Experience in applying statistical methods to address real world problems in health and care | **X** |  |  |
| Experience in delivering complex healthcare-related analysis within projects and programmes, and working alongside senior clinical and operational professionals |  | **X** | **A/I** |
| Proven ability to carry out data analyses using a wide range of health data (including SUS, SLAM, Mental health, Community, High cost drugs and primary datasets) and clinical coding. | **X** |  |  |
| Knowledge of IM&T Security and Data Protection |  | **X** | **A/I** |
| Knowledge health research methods and systems thinking |  | **X** | **A/I** |
| ***Qualifications*** |  |  |  |
| Undergraduate qualification (1st or 2:1) or equivalent experience in a quantitative discipline, ideally with significant exposure to advanced informatics / analytical concepts | **X** |  | **A/I/C** |
| Masters qualification in a quantitative discipline with significant exposure to advanced informatics concepts | **X** |  |  |
| PostGraduate Diploma level qualification or equivalent experience | **X** |  | **A/I/C** |
| Prince2 or equivalent experience for the management of complex projects |  | **X** | **A/I/C** |
| Evidence of post qualifying and continuing professional development. |  |  | **A/I/C** |

\*Assessment with reference to: A=Application form | I=Interview | C=Certificate