



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Principal Information Analyst
Pay Band:	7
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Finance, ICT & Informatics
Department:	Information
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Head of Information Services
Professionally Accountable to:	Head of Information Services
<u>VALUES & BEHAVIOUR</u>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

JOB SUMMARY / PURPOSE:

To support the provision of healthcare to the population served by Powys Teaching Health Board (PTHB) by participating in the achievement of the mission and objectives of PTHB.

Provide advice and guidance on specialist analysis by providing access to patient-based data in the form of ad hoc requests and via an integrated reporting system.

Lead the development, production, and promotion of a wide range of complex statistical, epidemiological and analytical information to inform decision making across a range of Programmes of work, along with the collection, analysis and interpretation of data to inform the strategic Demand & Capacity workstream.

Provide specialist advice / training on complex statistical and analytical information to Executive Directors, Senior Managers and clinicians across specialities and the whole system affecting the Powys population. This will include understanding complex cross-border (Wales/England) differences and complex Provider/Commissioner Service provision.

Provide operational and strategic support to a range of senior colleagues in complex demand and capacity planning and modelling work as appropriate and deliver operational and strategic information requirements as necessary.

DUTIES & RESPONSIBILITIES

Communication

Liaise with Directorate Managers and senior healthcare professionals to collate, analyse and report data and to resolve queries relating to activity information.

Liaise with a range of colleagues (including Executives, Programme Managers, Service Leads, Senior Managers, internal/external Health Care professionals, external Health Authority representatives, Powys County Council colleagues, externally commissioned Consultants) to collate, analyse and report data and to resolve queries relating to activity information.

Attend meetings with these colleagues to discuss current requests and services, as well as future developments.

Liaise with users of data systems to ensure that data standards are maintained, and sensitive information is protected.

Liaise and communicate with staff at all levels regarding matters of information analysis, agreeing design and methodology of data analytical processes, statistical analysis, and reporting / presentation of information.

Implement skills gained through workplace training and CPD.

Promote the use of information to inform decision making and provide proactive specialist advice on highly complex, sensitive, and contentious activity and information issues.

Provide, present and report highly complex information and conclusions on a one-to-one basis or in a wide range of meetings using presentational aids. The nature of the meetings may vary from collaborative to confrontational.

Ability to appreciate other points of view or other situations when dealing with highly complex sometimes conflicting information streams.

Provide clear communication when dealing with non-technical colleagues.

Use negotiation, persuasive, and motivation skills to agree information requirements where there are known barriers and to be able to understand and overcome those barriers.

Network effectively and liaise across PTHB and externally, to demonstrate and promote PTHB performance metrics and complex modelling methods.

Evaluation

Deal with highly complex statistical / analytical enquiries, selecting the most appropriate design and analytical methodology, interpreting results, dealing with anomalies as they arise and selecting the most appropriate means of presentation.

Analyse highly complex problems relating to activity, demand, and capacity information. Deal with complex facts or situations requiring analysis and interpretation, including comparison of a range of options.

Collate and analyse complex data and prepare and provide to Directorates and PTHB departments, robust monthly performance reports of activity information and where appropriate, its related clinical information, identifying trends and dealing with anomalies and data quality issues as required.

Manipulate, interpret, and communicate information, identifying variances and trends whilst drawing conclusions to inform and influence services to certain courses of action.

Interpret and resolve highly complex information requests where there are currently no solutions in place.

Create statistical graphs as required e.g., Run Charts (SPC), Box Plots & Funnel Graphs etc.

Interpret and determine information needs and develop new and innovative methods of using information flows which meet these requirements.

Manage information to proactively monitor and analyse performance against a multiplicity of targets and objectives.

Make judgments and recommendations on demand and capacity modelling submissions detailing appropriate actions to users.

Develop access to and provision of local and national benchmarking data to inform local decision making.

Undertake forecasting work involving statistical analysis of highly complex trends, incorporating many sources of information and complicated aspects including where some information is not available. Exercise own judgement in the assumptions made in the production of this information.

Planning Skills

Lead and advise the organisation and individual Services on the requirements for modelling, working closely with project leads to appoint appropriate consultancy e.g., North Powys Wellbeing Programme appointing Archus; PTHB appointing SHP to deliver 'Strategic Demand, Capacity & Financial Planning'. Take learning forward to strengthen existing modelling tools and advise project management on specifications.

Plan, organise and implement a broad range of complex and often conflicting activities and improvements in information services for a range of Programmes.

Ability to work to ITIL standards to manage and share information requests and data via Service Point and SharePoint.

Deal with various daily requests whilst maintaining agreed objectives.

Adjust and, where necessary, re-prioritise workload to meet changing demands for information.

Demonstrate expert computer keyboard/mouse skills as required to, for example, enter data into and manipulate data in a computer system using tools such as word processor, spreadsheet, database, design, presentation and web-based applications.

Exhibit a high level of accuracy and attention to detail in data handling and design processes.

Use specialist knowledge and experience to plan long term workload into modules so that they can be planned into a project.

Prioritise information requests from a range of Programmes and deliver information and informatics support within agreed and negotiated timescales.

Frequent requirement to change responsibilities at short notice, reprioritise and deliver to new timescales.

Direct the priorities of individuals managed by others and the priorities of other organisations and departments.

Produce technical documentation for proposed projects and developed systems.

Patient / Client Care

Show courtesy and respect in incidental contact with patients and/or the public. Maintain the security of patient data that is held on the various clinical systems used by the department. Specifically, have knowledge of Information Governance and the need for patient confidentiality in the handling of patient identifiable data using Caldicott guidelines.

Service Development

Follow policies and procedures in own area of work.

Propose changes / improvements to relevant practices and procedures, for example, those involving an informatics aspect either within or external to the department.

Develop and maintain standard operational procedures relating to applications and processes within own area of work.

Provide analysis and development of a range of data to advise and influence Services leads on development opportunities utilising both activity and financial information. Identify courses of action that directly influence / change PTHB or external provider policy.

Ensure that all analysis takes-into-account relevant policy. Support implementation of any relevant local or national policy area.

Ensure the development of information tools and performance management / information analysis techniques.

Financial

Discharge a personal duty of care in the safe use of resources e.g., equipment and supplies.

Work closely with the Finance Team to identify the spend of the organisation and look for savings e.g. in Services, in Theatre, across the Repatriation Agenda, via Demand Management.

Work closely to ensure bespoke datasets combining financial and activity data are 'fit for purpose' for the organisation.

Ensure procured consultancy provides value for money e.g. ensuring where possible that work undertaken has maximum benefit for the organisation as a whole and does not just focus on one Locality or Cluster.

Combine disparate data sources to form a complex but coherent dataset that combines both financial information and activity data. Work with this complex data to do variation analysis to identify differences between activity and expenditure across various geographies e.g., across Clusters and Localities and across GP practices within Clusters. Present this analysis to colleagues to demonstrate where variation exists and potential opportunities to improve Services. Utilise the analysis to provide information for business cases for Service change.

Work closely with Finance colleagues to identify opportunities to improve value for money and hence influence Service design / re-design

Utilise financial and activity data to determine the effects of Demand Management policies.

Utilising financial and activity data to determine the effects of the repatriation agenda.

Develop analysis and reports to ensure the organisation can monitor expenditure across Services for both the Provider and Commissioning functions of the organisation.

Develop datasets to monitor and analyse costs and activity across specific Services e.g., Theatres, Endoscopy, Outpatients.

Human Resources

Support and advise the Information Support Team with their daily tasks.

Train / demonstrate own tasks to new / other staff to develop skills and ensure cross cover during planned / unplanned absences.

Support all team members with any difficulties they may incur during their daily tasks.

Conduct individual development reviews for nominated staff.

Participate in recruitment panel(s) as required.

Ensure continual personal and professional development and to maintain knowledge of any recent developments.

Information Resources

Lead on analysis, interpretation and reporting of information in respect of all Services by working closely with the appropriate leads.

Design, maintain, develop, and improve information systems and processes and establish procedures, standards and definitions for data capture, storage, processing, analysis, interpretation and reporting as required to meet the information needs of Directorates, PTHB Departments, Welsh Government, and other external partners. (This will include, but is not limited to, patient activity, waiting lists / times statistics, performance, and health related indicators / efficiency targets).

Ensure such information systems can generate statistical / analytical corporate administrative and clinical information for reporting in paper and/or electronic form in line with the above.

Ensure such information systems conform to and comply with all relevant local and national information standards and data definitions.

Support the Service and Programme leads in the design and use of local and national information applications used throughout NHS Wales and bespoke to PTHB (e.g., Demand & Capacity Planning tools and models, Theatre Productivity tools and models, National & Local Performance Frameworks). Particularly relevant is the Repatriation agenda, Demand Management agenda, potential development of new facilities (e.g., North Powys Campus), Value for Money agenda. This work must be understood in the context of complex PTHB Provider/Commissioner model, and in the context of the cross-border patient flows between England and Wales.

Create, test, and make available information systems for the automatic creation and presentation of reports.

Regularly design complex spreadsheets using advanced functions and formulate database queries for specific purposes.

Provide accurate, useful, and timely information internally and to external organisations, combining data from numerous sources.

Audit

Responsible for self-development through experience, reflective practice, professional support and independent research and reading.

Undertake routine audits of data quality and based on findings, make recommendations for improvement.

Regularly research, develop and provide technical solutions to new problems that have not been previously addressed.

Undertake reviews and audits for pilot and new data collections and sources.

Develop methodologies for the collection, analysis, and interpretation of information.

Provide benchmarking data for national and local comparative analysis.

Autonomy

Work autonomously using own discretion to achieve agreed objectives (e.g., working to deadlines for information reporting).

Use own initiative to investigate and resolve problems, seeking delegated authority where required.

Proactively advise on available information to support the development and implementation of various programmes of work including the North Powys Wellbeing Programme, the Acceleration for Change projects, the combined activity and costed datasets, strategic Demand and Capacity modelling.

Work independently or as part of a team.

Execute duties based on own interpretation of the requirements of the role, initiating action in accordance with general policies and procedures – work is managed rather than supervised.

Exercise excellent personal time management.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Degree in an Informatics, Computer numerate subject or equivalent relevant experience</p> <p>Relevant experience or Master's degree in an Informatics or Computer numerate subject</p> <p>A level Mathematics or Statistics or equivalent qualification</p> <p>Expert analytical and numeracy skills, computer, keyboard skills</p> <p>Advanced Excel functions, Pivot tables, statistical graphing e.g. Run charts (SPC), Power Query, Data models</p> <p>Experience of information or database related work</p> <p>Supervising and mentoring staff</p> <p>Knowledge of staff management policies, procedures, and processes</p> <p>Expert knowledge of Microsoft Office software (Access, Excel, Word, PowerPoint, Outlook)</p> <p>Excellent knowledge of interpreting and presenting data from NHS services including clinical & non-clinical Information systems</p> <p>Knowledge and understanding of the principles of development of databases and information systems</p> <p>Ability to manage and interrogate SQL Server databases and security policies.</p>	Evidence of continuous professional development	<p>Pre-employment checks</p> <p>Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>Qualifications and/or Knowledge cont'd</p>	<p>Use of SQL to interrogate and manipulate various sets of data</p> <p>Excellent knowledge of the systems used and procedures undertaken within the department and the data that flows within them</p> <p>Exceptional knowledge of making effective use of information and data structures in an organisation such as the NHS</p> <p>Demonstrate, develop, and use expert subject knowledge throughout the course of daily activities</p> <p>Developed specialist knowledge and understanding of complex methods and approaches for the analysis and presentation of information underpinned by experience and theory</p> <p>In depth specialist knowledge of statistical and analytical information procedures</p> <p>Excellent understanding of the business requirements of the organisation, and of Services, for information (including organisational Strategic Business Cases, Service Development business cases)</p> <p>Highly developed understanding of the principles of operational and national policy and information systems in an organisation such as the NHS (e.g. operational policies of individual Services within an organisation;</p>		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge cont'd	<p>national policies with respect to the provision of patient activity)</p> <p>Excellent understanding of national and local data quality issues and approaches taken to improve quality</p>		
Experience	<p>Lead and advise the organisation and individual Services on the requirements for modelling, working closely with project leads to appoint appropriate consultancy Take learning forward to strengthen existing modelling tools and advise project managers on specifications</p> <p>Experience of procuring external consultancy and advising the organisation on the design of user specifications for whole PTHB modelling and individual Service modelling</p> <p>Extensive experience of working with financial information to combine expenditure with activity data</p> <p>Experience of using variation analysis to identify differences between activity and expenditure across various geographies e.g., across Clusters and Localities and across GP practices within Clusters</p> <p>Experience of working closely with Finance colleagues to identify opportunities to improve value for money and hence influence Service design / re-design</p>		Application Form and Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>Experience of utilising financial and activity data to determine the effects of Demand Management policies</p> <p>Experience of utilising financial and activity data to determine the effects of the repatriation agenda</p> <p>Experience of combining disparate data sources to develop complex but coherent datasets that combine financial and activity information. Experience managing and improving such datasets on an ongoing basis to ensure that data quality and timeliness meet the needs of the organisation</p> <p>Extensive experience of developing analysis and reports to ensure the organisation can monitor expenditure across Services for both the Provider and Commissioning functions of the organisation</p> <p>Experience of developing datasets to monitor and analyse costs and activity across specific Services e.g. Theatres, Endoscopy, Outpatients</p> <p>Experience of working with complex financial and activity data to do variation analysis to identify differences between activity and expenditure across various geographies e.g., across Clusters and Localities and across GP practices within Clusters</p>		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>Experience of presenting variation analysis to colleagues to demonstrate where variation exists and potential opportunities to improve Services both with respect to activity levels and expenditure</p> <p>Experience of feeding variation analysis into business cases for Service change</p> <p>Experience of ensuring value for money for the organisation from external consultancies</p> <p>Exceptional experience of data handling, interpretation, statistical analysis and modelling of highly complex information with potentially conflicting information</p> <p>Experience of handling extremely complex, contentious, and possibly conflicting information</p> <p>Experience of identifying key model parameters and building flexibility into data models to identify potential future options</p> <p>Exceptional experience of making effective use of information and data structures in an organisation such as the NHS</p> <p>Experience of utilising existing modelling tools and developing new tools to deliver appropriate data models for the organisation to assess current Service provision and test future strategy options</p>		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>Experience of identifying key model parameters and building flexibility into the data model to potential future options</p> <p>Experience of providing specialist advice on highly complex information issues</p> <p>Experience of reviewing data quality to ensure consistently high levels of assurance in outputs of complex analysis</p> <p>Exceptional experience of supporting Service Development</p> <p>Experience of influencing and supporting policy development</p> <p>Experience of providing and presenting highly complex information to clinicians and senior managers (including at Board level)</p> <p>Advanced IT skills with high level of experience of using Microsoft Office applications</p> <p>Expert user of Microsoft Office applications and skilled in use of SQL and/or Visual Basic</p> <p>Exceptional experience of thinking logically to quickly adapt existing, or build new, data models to react to urgent and changing requirements of the organisation</p> <p>Experience of acting as lead Information specialist within an organisation such as the NHS</p>		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>Significant experience of planning and organising complex activities and work programmes, and making calculated adjustments on an ongoing basis</p> <p>Significant experience of delivering to tight and changing deadlines from competing directorates with competing deadlines</p> <p>Significant experience of prioritising a busy workload</p> <p>Experience of interacting with senior managers at all levels including Directors, Assistant Directors and Heads of Departments from within PTHB and the wider community e.g., DHCW; PCC; external providers of health care Services to Powys from both Wales and England; externally commissioned consultancy companies</p> <p>Experience of training provision internally and externally</p>		
Aptitude and Abilities	<p>Good communication skills – verbal and written</p> <p>Ability to instigate and adapt to change with minimum disruption</p> <p>Ability to work under pressure to meet deadlines</p> <p>Ability to concentrate, including intense concentration for long periods (e.g., development and analysis of complex Demand & Capacity models, review of detailed performance information against local and national targets)</p>	<p>Ability to speak Welsh</p> <p>Enthusiastic</p> <p>Self-motivated</p> <p>Team player</p>	Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	<p>Ability to manage complex and varying workloads whilst delivering to often tight timescales</p> <p>Advanced analytical skills with the ability to analyse highly complex and conflicting facts / situations and make recommendations to senior colleagues, to competing deadlines, from a range of potential options</p> <p>Ability to quickly develop good working knowledge of unfamiliar or new information system</p> <p>Ability to think logically to quickly adapt existing, or build new, data models to react to urgent and changing requirements of the organisation</p> <p>Ability to work autonomously using own discretion</p> <p>Exceptionally statistically and mathematically numerate</p> <p>Ability to explain technical concepts to others</p> <p>Ability to communicate highly complex and/or contentious information in a professional and understandable way to a variety of audiences</p> <p>High level of understanding of NHS Wales policy and Health Board role within Health and Social Care agenda</p> <p>Ability to motivate joint working and promote partnership development</p>		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	<p>Ability to analyse and report critical business information that is available for public scrutiny</p> <p>Hard working, motivated and enthusiastic</p> <p>Committed to self-development</p> <p>Keen to research work methods and processes to ensure high quality outputs</p>		
Values	Demonstrate PTHB Values		Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take

every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **no contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record Bureau Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.

- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart



