



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

| <b><u>JOB DETAILS</u></b>                    |  |
|--|--|
| <b>Job Title:</b>                            | Information Reporting & Analytics Manager  |
| <b>Pay Band:</b>                             | 8a   |
| <b>Hours of Work and Nature of Contract:</b> | To be completed on recruitment   |
| <b>Service Group:</b>                        | Finance, ICT & Informatics   |
| <b>Department:</b>                           | Digital Transformation and Informatics   |
| <b>Base:</b>                                 | To be completed on recruitment   |
| <b><u>ORGANISATIONAL ARRANGEMENTS</u></b>    |  |
| <b>Managerially Accountable to:</b>          | Head of Data Architecture & BI   |
| <b>Professionally Accountable to:</b>        | Executive Director of Finance, Information & IT Services   |
| <b><u>VALUES &amp; BEHAVIOUR</u></b>         |  |
|  | <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:**

The Information Reporting & Analytics Manager will be the lead for the Reporting & Analytics function within the department.

Lead and develop a comprehensive reporting & analytics service across the organisation. This includes ensuring that the department is fully compliant with the extensive reporting requirements mandated on an external basis, whilst continuing to meet the complex and diverse information demands within Powys Teaching Health Board, all within designated timescales.

Lead manager for Information Standards, developing a robust quality assurance framework that ensures the department complies with all relevant Information Standards. This will involve extensive work at a national level, contributing to the formulation of national information policy.

Responsible for developing a reporting & analytics service that meets and exceeds the organisation's expectations, continually evolving to ensure managers and clinicians have access to all the information they need as close to real time as possible. This will be underpinned by quality assurance processes that ensure the department conforms to recognised standards and develops new ones where none exist.

Represent PTHB at a number of National Forums and will act as the main point of contact for the National Data Resource Programme.

## **DUTIES & RESPONSIBILITIES**

### **Communication**

Responsible for ensuring that the department has robust processes in place to communicate and deliver a wide range of highly complex strands of information, both internally and externally.

Ensure that all clinicians and managers are effectively briefed on performance and have timely access to a suite of information reports.

Work closely with senior members of the performance directorate to ensure that excellent communication processes are in place so that they can effectively support the Board and its sub-committees.

Ensure that the performance team are immediately alerted to any issues which may affect or undermine reporting to the Board.

Manage a range of communication delivery tools for reporting to the organisation, such as SharePoint sites and Dashboards, ensuring there is appropriate access to information for all relevant staff.

Use a wide range of communication techniques to deliver key messages to the organisation, ranging from formal presentations to large groups of staff to one-to-one meetings with individuals.

Lead on the promotion of Information Standards to the organisation, ensuring that clinicians and managers understand the definitions and standards that underpin reports.

Represent the department and the organisation in national Information Standards discussions, ensuring that local issues affecting the organisation are asserted and recognised nationally and that the organisation has a strong voice in driving forward changes in standards.

Develop reporting tools that will facilitate the longer-term delivery of self-service for PTHB staff.

Present highly complex, highly contentious information pertaining to the delivery of organisational objectives, and potential non-delivery in certain areas, and will be required to use highly developed communication skills to ensure important messages gain acceptance within the organisation.

Represent the Health Board at national events and on National Working groups, often presenting and providing specialist advice on the Health Board's ability to capture and report new information required.

### **Information Reporting & Analytics**

Ensure that the department develops a consistent reporting & analytics platform that supports the highly complex and competing demands from a range of customers.

Ensure that despite these competing demands there is one central version of the truth, reported in multiple places.

Develop a reporting strategy that ensures the department is proactive in identifying customer requirements.

Work closely with the Head of Data Architecture & BI to ensure alignment to developing Data Architecture technologies as defined by the Head of Service.

Further develop the reporting strategy so that the department regularly publishes core information requirements and promotes this to the organisation.

Lead on the streamlining of reporting, ensuring that only the appropriate measures are collected and reported.

Lead the production of the Referral to Treatment (RTT) process ensuring the department has robust procedures in place to report this critical target, and that appropriate resources are in place.

Develop the scope of RTT reporting to ensure that the organisation's managers and clinicians are constantly aware of emerging issues.

Ensure there are robust processes in place to inform the Performance Department and relevant stakeholders of any issues pertaining to RTT.

Provide specialist analysis of highly complex data, integrating data from numerous sources, often from different provider organisations, translating this into meaningful outputs for managers.

## **Information Standards**

The post holder will be an expert in the field of information analysis, making judgements where there are a range of options and not all the information is necessarily to hand.

Manage the department's publication of information to the organisation, ensuring this is clearly communicated and that managers can effectively access the information they need, when they need it.

Develop a reporting structure that anticipates the organisation's information requirements, moving away from the reactive, ad-hoc nature of many requests.

Support the production of a measurement framework that ensures each measure is fully understood and owned by the organisation.

The post holder will be an expert in the field of information standards, interpreting and implementing national policy on behalf of the organisation.

Required to develop new standards locally where none currently exist, and for leading discussions at a national level on the need for the development of new standards.

Develop a robust programme of Data Quality audits to assure the organisation of its data collection processes.

Develop plans to rectify any issues identified within audits and liaise with relevant senior managers to ensure that actions are highlighted to relevant staff and implemented.

Implement a series of data quality reports for use by Information Standards staff.

Create good links with the wider Digital team to ensure there is an excellent feedback mechanism to those recording source data.

Promote the understanding of information standards within the organisation so that they are routinely understood by information users.

## **Planning**

Work closely with PTHB services to understand their direction of travel and ensure that reporting processes can be adapted to meet future needs.

Liaise with Digital Health & Care Wales (DHCW) to ensure the Health Board's Information issues are effectively addressed.

Plan the future development of reporting mechanisms, ensuring they remain fit for purpose and support the various demands on the service.

Plan and implement new reporting toolkits for use within PTHB services to ensure they are fully supported to collect the requisite information about their service.

## **Staff Management**

Responsibility for the day to day running of the Reporting & Analytics service, ensuring appropriate resources are in place to meet all requirements.

Line management responsibility for all staff within the Reporting & Analytics Teams.

Undertake all Human Resource management duties such as recruitment, selection, appraisal, discipline, training and performance.

Responsible for the personal and career development of all analysts within the service ensuring all staff remain equipped to deal with the changing requirements of the organisation.

Implement an effective career development plan that ensures the department has robust succession planning.

Ensure all staff are aware of relevant Health Board policies and that they are effectively implemented.

Promote positive working relations across the department.

## **Policy**

Responsible for interpreting national information policy and ensuring the department has robust mechanisms to comply with this.

Propose changes to data collection policies within and across services in PTHB to facilitate more effective reporting of information and that they meet the relevant standards.

Work with national information colleagues to develop new data collection policies and ensure these are fully impact assessed before implementation.

Support the development of wider Health Board policy by acting as the information expert on various cross-professional working groups.

Advise managers across the organisation of the various Digital related issues they need to consider when developing and revising policies.

### **National Data Resource**

Act as the main point of contact for the National Data Resource (NDR) programme.

Attend NDR meetings as required to represent PTHB.

Play an active role in the creation of policies, methodologies & architecture as the NDR evolves.

Report back to the Head of Data Architecture and other members of PTHB Senior Management team on any relevant developments within the programme.

Ensure alignment between local initiatives (such as development of a Local Data Resource) with new emerging national standards.

### **Finance**

Support the Head of Data Architecture & BI in identifying cost improvements within the department.

Monitor expenditure within the department and alert the Head of Data Architecture & BI of any potential cost pressures.

Develop robust activity analyses that allow services to monitor the activity that they are commissioning outside of PTHB.

Advise colleagues within Finance, Planning, and Improvement directorates on the appropriate recording of activity to ensure accurate billing.

### **Autonomy**

The post holder will have considerable freedom to act whilst executing their duties. They will be guided by general health and organisational policies, however as lead manager for the service will be responsible for deciding how these should be interpreted and implemented.

The post holder will be an expert in the disciplines of Reporting & Analytics and will be regularly called upon to advise others on the interpretation of policies and standards.

## **General**

Ensure that all information leaving the department is quality assured, accurate, appropriate, and presented to the departmental standard.

Advanced keyboard skills will be required to allow processing large volumes of complex data at high speed to translate bespoke datasets into meaningful data.

Deputise for the Head of Data Architecture & BI as required.

Any other reasonable duties as required.

## **Professional Responsibilities**

Maintains Professional standards and codes of conduct adhering to ITIL principles, Information Governance and Data protection.

## **Education and Development Responsibilities**

Attend department training sessions as required for professional / personal / service development and highlight any specific training requirements that may be required.

| <b>PERSON SPECIFICATION</b>            |   |   |  |
|--|---|---|--|
| <b>ATTRIBUTES</b>                      | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  | <b>METHOD OF ASSESSMENT</b>                          |
| <b>Qualifications and/or Knowledge</b> | <p>Master's degree in Health Informatics or equivalent relevant experience</p> <p>Significant experience in a Information/Digital role</p>  | <p>Management Qualification</p> <p>Advanced qualification in an agile development methodology</p> | <p>Pre-employment checks</p> <p>Application Form</p> |
| <b>Experience</b>                      | <p>Evidence of knowledge across a range of Information areas</p> <p>Experience of working at an All-Wales Level</p> <p>Experience of Staff Management</p> <p>Specialist Knowledge of NHS Wales IT Systems</p> <p>Extensive knowledge of Microsoft Office packages</p> <p>Expert knowledge of National Data Dictionary items and NHS Information Codes</p> <p>Specialist knowledge of Information use within the Health Board</p> <p>Ability to comprehend and work within the Health Board's policies of Data Protection &amp; Freedom of Information</p> | <p>High degree of Numeracy</p>  | <p>Application Form and Interview</p>                |
| <b>Aptitude and Abilities</b>          | <p>Excellent communication skills</p> <p>Problem solving skills</p> <p>Ability to work autonomously</p>   | <p>Ability to speak Welsh</p>   | <p>Interview</p> <p>Application Form</p>             |

| ATTRIBUTES                           | ESSENTIAL   | DESIRABLE  | METHOD OF ASSESSMENT           |
|--------------------------------------|---|--|--------------------------------|
| <b>Aptitude and Abilities cont'd</b> | Expert analytical skills<br>Ability to deal with change<br>Ability to manage complex and competing demands<br>Time Management skills<br>Specialist IT Skills<br>Advanced keyboard skills<br>Excellent prioritisation skills<br>Motivated and keen to work with stakeholders and develop networks<br>Is a team player; able to work constructively with others in a team setting<br>Is resilient; can remain calm when under pressure<br>Quality focused<br>Able to promote equality and value diversity<br>Reliable and good attitude to attendance and punctuality | Understands the Data Protection Act and its implications for the holding of patient information NHS Information flows / services<br><br>Ability to encourage innovation to achieve service improvement |                                |
| <b>Values</b>                        | Demonstrate PTHB Values   |  | Interview<br>Application Form  |
| <b>Other</b>                         | Ability to travel across sites within Wales<br><br>Flexible approach to work  |  | Application Form and Interview |

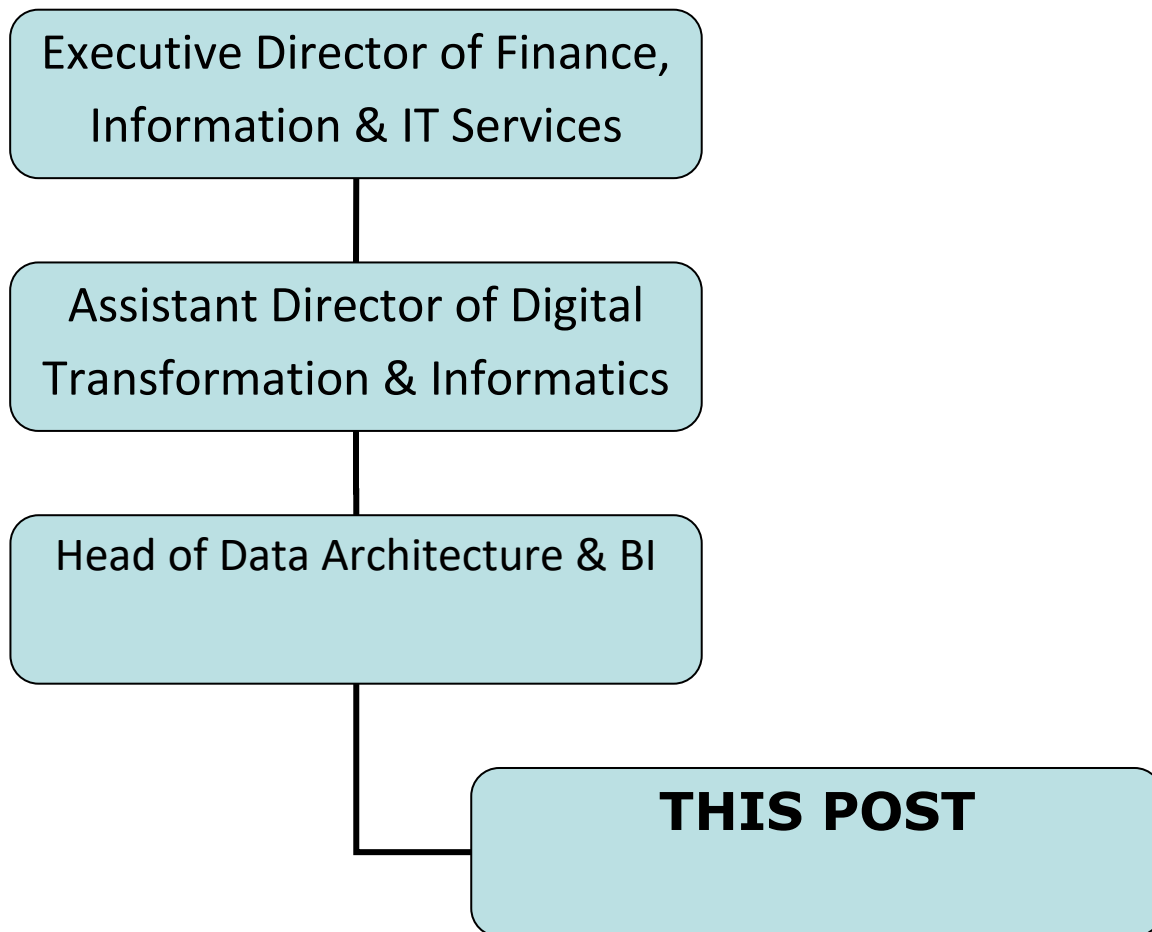
## **GENERAL REQUIREMENTS**

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.
- **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



CAJE Reference/Date: