

Job Description – Data Analyst

Reports to:	Finance Director
Responsible for:	No direct line reports
Location:	Whilst your normal place of work is Hardwick Lane, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.
Job Purpose:	<p>Support the production and development of all business information for St Nicholas Hospice Care (SNHC), both clinical and non clinical, through the collation and analysis of meaningful data to support performance measurement and evaluation.</p> <p>Provide support to the IT Manager and the IT Project Officer in delivering system improvements and implementations.</p>

Key Responsibilities:

Data Capture

- Understand the organisational reporting requirements and propose configuration solutions that meet these.
- Proactively work with Operational Managers and Senior Management team to ensure that information provision is tailored to their priorities and supports their decision making requirements.
- Support service development and income generation by ensuring data capture and flows are built into service specifications to enable effective analysis and reporting of activity.

Data Quality

- Comply with all information governance requirements, including the General Data Protection Regulations.
- Act as gatekeeper for SNHC data, managing data integrity and ensuring data is accurate before utilised for analysis and reporting.
- Conduct Data Quality Audits as necessary.
- Work with Operational Managers to develop appropriate reports and audits of system usage, and data quality.
- Consult and work with external ICT technicians and the IT Manager in the implementation and maintenance of software, testing upgrades, version control and compatibility with associated hardware and software, for the systems.

Data Analysis

- Extract and collate information from a variety of internal and external sources.
- Interpret and analyse large and varied amounts of complex data to provide the accessible, meaningful and understandable information for a broad spectrum of users.

- Research in relation to analysis of existing data or formulating proposals for system changes to better meet service needs.

Reporting

- Support data provision for SNHC, providing accurate and meaningful routine, scheduled and ad hoc reports to a variety of users.
- Provide analysis and interpretation to support evaluation of organisational activities.
- Provide organisational data in a number of formats including dashboards, graphs, charts and reports.
- Work with Operational Managers to understand external reporting requirements, e.g. CQC, Charity Commission, Fundraising Regulator, and provide data and information to meet these requirements.

Organisational Development

- Support colleagues to use information reporting tools themselves, including writing and providing training materials, and using a variety of methods to deliver training to users.
- Keep informed of best practice and technological developments in order to recognise improvement opportunities and articulate the potential benefits these could bring to SNHC.

Special Features of the job

1. The post holder may be required to work unsocial hours subject to the requirements of the role
2. Represent SNHC at local, regional and national meetings and events as required
3. Act as an ambassador for the charity and encouraging others to do the same

Personal Development (all staff)

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety (all staff)

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

People Management (those with line management responsibilities)

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support.
- Performance management.
- Staff development including regular 1-2-1's , and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

General (all staff)

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
Learning & Development Policy
Disciplinary Policy
Health and Safety Policy

Job Description dated: January 2018