

Job Description

Job Details	
Job Title:	Senior Workforce Information Analyst
Business Unit:	Corporate Services
Department/Ward:	Workforce Systems
Location:	Cobalt
Pay Band:	Band 5
CAJE No:	ADM8167
Main Purpose of the Job	
<ul style="list-style-type: none"> To provide an information analysis service to senior managers through analysis and interpretation of workforce data and systems, and to contribute to performance monitoring. To maintain data quality of ESR ensuring national standards are adhered to and working best practice is aligned to these. To be responsible for responding to inbound data requests made to the trust by external bodies ie national data returns/FOI requests. To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries. 	
Dimensions	
<ul style="list-style-type: none"> To work in close collaboration with managers and staff to provide experienced and informed support in the provision and analysis of all aspects of workforce information. Developing a reporting and data quality strategy to support business processes and workforce planning. 	
Organisational Chart	
<div style="text-align: center;"> <p>Senior HR Manager (HR Services)</p> <p>Workforce Information & Data Quality Manager</p> <p>Senior Workforce Information Analyst (this post)</p> <p>Workforce Information Analyst</p> </div>	

1. Communications and Relationships

Within the Trust

- Executive Directors, Business Unit Directors, Deputy Directors
 - Investigating and resolving reporting and data quality queries where the director has specific responsibility
- General Managers/Service heads, Clinicians
 - Highly complex and potentially sensitive data identifying, for example, sickness absence data, remuneration and salary values, termination information and disciplinary data.
- Finance staff
 - ESR use – positions analysis, WTE, Costing and subjective code use and alignment to General Ledger.
- Human Resources/Occupational Health/Public Health/Information Services staff
 - Provision of all aspects of workforce data including sickness absence, professional registrations, ELI data, and employee relations case information.
 - Involvement and participation with HR working groups to provide expert knowledge in reporting, data and systems usage to support.
 - Support in use of ESR modules in relation to the recording of workforce data to ensure full utilisation of available functionality and adherence to data quality standards.

External bodies

- ESR Central Team/IBM
 - Issues connected with regular reporting/system performance
- NHS England/NHS Improvement
 - Submitting and validating Statutory returns
- ONS/Department of Health
 - Submitting and validating Statutory returns
- Others
 - Councils, GP Practices, FOI requestors.

Must be able to demonstrate the English language proficiency level required for this post

2. Knowledge, Skills, Training and Experience

- Practical, statistical, analytical, numerical and NHS HR systems skills, supported by an honours degree, or equivalent experience, in a subject with a substantial numerate content as evidence that the post holder has achieved a high level of logical thinking and adaptability to learning and understanding sophisticated reporting and data management processes in relation to NHS HR workforce systems and processes and policies.
- Broad range of work procedures and practices, majority non-routine, advanced level theoretical knowledge.
- Ability to effectively communicate highly complex processes and procedures across all levels within the Trust and external bodies; face to face, written and verbal.
- Experience of NHS Information including knowledge of NHS Systems, Model Hospital, and all aspects of NHS Workforce Data and data systems (ESR, CIS, Rostering systems) to enable the provision of advice and support to General Managers and other senior users.
- Knowledge and experience of aspects of how workforce data is recorded, both against national best practice and methods currently in use by this Trust, combined with the understanding of how to translate this data into meaningful information.
- Advanced computing skills in Microsoft Office packages, ESR Business Intelligence, database development, spreadsheets, email, internet and intranet, and the ability to adapt computing skills to any new software required.
- In addition, the post holder develops in-depth knowledge of all currently used modules of the Trust's Workforce Information system (eg Employee Relations Monitoring) so that they can act as the main contact for queries and requests in that area – gaining expertise in several areas over time.
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role

Desirable

- Knowledge of NHS Workforce and Systems performance measures and regulation;
- Knowledge of HR Policy and procedure
- Previous NHS Workforce information analysis experience
- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods

3. Analytical Skills

- The ability to interpret highly complex data and translate it into meaningful, useful information, and communicate effectively, orally and in writing, highly complex analytical results, and to assist in the interpretation of these results.
- Ability to work with HR information and systems users to understand their information and systems needs and provide advice on the best ways of meeting these needs.
- Practical experience of working with large datasets developed in post.
- Identify potential and actual data quality problems by utilising advanced analysis skills and knowledge of HR Workforce systems, and to recommend/propose ideal solutions.
- To maintain and enhance the quality of ESR reporting by actively engaging with process review and revision, and undertaking regular data cleansing and comparing data from all HR systems to ensure quality, consistency and accuracy, and identify any potential issues and workarounds required that may arise following process change/new system implementation.

4. Planning & Organisational Skills
<ul style="list-style-type: none"> Ability to organise, prioritise and manage a complex, heavy workload which includes both regular tasks with tight deadlines and numerous non-routine client requests with various degrees of urgency.
5. Physical Skills
<ul style="list-style-type: none"> Advanced keyboard skills, knowledge of 'shortcuts' and ability to touch type are essential for speed, accuracy and to avoid injury
6. Patient/Client care
<ul style="list-style-type: none"> Incidental contact with patients/clients
7. Policy & Service Development
<ul style="list-style-type: none"> Implements policies for own area and proposes policy or service changes which may impact beyond own area of activity.
8. Financial & Physical Resources
<ul style="list-style-type: none"> Safe and responsible use of equipment and resources in own area.
9. Human Resources
<ul style="list-style-type: none"> Involved in the training of any new workforce information staff under the guidance of their line manager, with particular responsibility for training. Provides daily advice and support to managers/supervisors at all levels, offering first line assistance in the operation of ESR.
10. Information Resources
<ul style="list-style-type: none"> Design, create, develop, test and run Trust-wide workforce information systems and reports for workforce data to meet the specifications of others, through the use of computer software (ESRBI, databases, spreadsheets etc.) and knowledge of NHS workforce data systems and local HR administration processes. Access, analyse and present information from a range of workforce systems and ESR module sources to provide timely, accurate and relevant information, with due regard to data security and confidentiality. Have awareness of Data Protection Act 1998 and information security issues including Caldicott, and work within guidelines. Process the gathering of information within the department in order to comply with an Information Request under Freedom of Information Act requirements. You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)
11. Research & Development
<ul style="list-style-type: none"> Undertakes surveys or audits as necessary to own work.

12. Freedom to Act
<ul style="list-style-type: none">• Ability to organise own workload, dealing independently with enquiries and other matters, but referring non-routine enquiries to a manager.• Ability to work in a team environment, but also on own initiative.

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical

- Required to work for the majority of most days inputting at a keyboard due to the nature of the role (programming, amending data, updating instructions for department processes and typing correspondence).

Mental

- Daily requirement for periods of intense concentration and mental effort on detailed and highly complex workforce data analysis/system process/policy/report provision.

Emotional

- Occasional indirect exposure to distressing or emotional circumstances
- Ability to deal with clients calmly and sensitively in situations where problems have occurred with the HR Systems resulting in staff not being paid, delays, etc.

Working Conditions

- Requirement to use VDU equipment more or less continuously on most days

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations		X
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving		X
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	Other		

If any hazard is identified above please give details below.

- Manual Handling of boxes of A4 printer paper and unloading stationery deliveries from Supplies
- Occasional driving between sites for meetings
- Continuous daily use of Computer VDU.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Senior Workforce Information Analyst	
Department:	Workforce Systems	
Location:	Cobalt	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> Educated to degree level, or equivalent experience, in a numerate discipline, preferably mathematics or statistics 	
Experience and knowledge	<ul style="list-style-type: none"> A thorough knowledge of Excel, Word, Access and Outlook; Experience of working with NHS HR Workforce Systems ESR BI Local report writing experience. 	<ul style="list-style-type: none"> Knowledge of NHS Workforce and Systems performance measures and regulation; Knowledge of HR Policy and procedure Previous NHS Workforce information analysis experience
Skills and abilities	<ul style="list-style-type: none"> Good analytical skills; Excellent communication skills, both written and oral; Advanced keyboard skills Ability to work as part of a team, sharing best practice and advice. Ability to understand complex processes and interdependencies regarding the scope of transfer of workforce data between the various workforce systems – both automatically via interfaces and manually via dataloads. Must be able to demonstrate the English language proficiency level required for this post 	<ul style="list-style-type: none"> Well-developed interpersonal skills
Personal attributes	<ul style="list-style-type: none"> Integrity; Team worker; Works with great attention to detail Knowledge of or experience in coaching and mentoring practices and tools Knowledge of or experience in Quality improvement tools, techniques and methods Learning agility and commitment to self-development 	

Other requirements	<ul style="list-style-type: none"> You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role 	
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