

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced district nursing teams, Allied Health Professionals and community matrons look after for people of all ages across Croydon and our Children's Hospital at Home cares for children with long-term conditions without them having to come to hospital.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

| | |
|------------------------|--|
| JOB TITLE | Information Business Partner |
| DIRECTORATE | Information and Resilience |
| DEPARTMENT | Information |
| BAND | 8a |
| RESPONSIBLE TO | Head of Business Analytics and System Performance |
| ACCOUNTABLE TO | Associate Director of Information and Performance |
| RESPONSIBLE FOR | |

JOB SUMMARY

To provide high quality information analysis, predictive modelling and capacity planning to support Directorate Recovery

To provide high quality business analysis and information management service and engage with clinicians, senior managers and colleagues from a wide range of teams, services and organisations to support them in their use and interpretation of information.

Presentation and analysis of clinical and management information to support business planning and performance improvement.

To liaise with a wide range of stakeholders to identify information needs and the provision of information to meet these requirements.

MAIN DUTIES AND RESPONSIBILITIES

1. To support the development and implementation of mechanisms to collate and support the effective use of benchmarking information, across the Directorate, to identify sources of variation and potential areas for performance improvement to ensure recovery in line with Elective Recovery
2. Provide specialist advice on the use of information and reporting tools, ensuring relevant factors



including any caveats associated with the information are explained so that they are fully understood.

3. To support the Directorate in compiling Directorate performance, quality and operational reports
4. To be the key link for the Directorate for the provision of information to support business planning
5. To perform highly complex analyses for the Directorate as required and communicate the results clearly and understandably to stakeholders of varying levels of knowledge.
6. Responsible for adapting and designing information systems, to create bespoke reports using different information platforms for analyses for the Directorate.
7. To actively promote the use of management information through appropriate forums and communication channels.
8. To ensure that outputs meet high standards of timeliness, accuracy and presentation, and include an appropriate analytical content.
9. To proactively measure, monitor and analyse Directorate performance of national as well as local key performance indicators.
10. To take a pro-active approach to identifying patterns and signals in data sets and distilling actionable information for operational managers.
11. To build close working relationships with operational and clinical directorate staff and develop a detailed knowledge of the analytical requirements of the directorate.
12. To advise operational and clinical staff on the best use and most appropriate application of statistical analysis for directorate performance measurement.
13. To attend the Trust information departmental-, directorate board- and external meetings as required.
14. To support the Associate Director of Information in the development of departmental strategies and policies.
15. To act as a source of expertise in the field of health information.
16. Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post.

GENERAL

The following statements must be included (within the exception of 7 which only applies to clinical staff and 9, which only applies to posts that require professional registration).

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision.
 - Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).



- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
10. Budget Holders are responsible for adherence to Standing Financial Instructions
11. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
12. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff "Hello my name is"

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder :

Date:

Line Manager:

Date



PERSON SPECIFICATION

JOB TITLE: INFORMATION BUSINESS PARTNER

BAND:8a

| HEADINGS | ESSENTIAL | DESIRABLE | HOW TESTED |
|-------------------------------------|--|---|------------|
| EDUCATION AND QUALIFICATIONS | <p>Masters level qualification or a minimum of extensive information management at an advanced level with equivalent experiential learning</p> <p>Evidence of on-going professional development</p> | <p>Management qualification or relevant experience</p> | A |
| KNOWLEDGE AND UNDERSTANDING | <p>Expert understanding of NHS data definitions and ability to interpret national guidance</p> <p>Knowledge of NHS targets and standards</p> <p>Ability to analyse, compare and interpret highly complex data and communicate in a way that allows for informed Business decisions.</p> <p>Awareness of the importance of data quality to patient care, and information systems</p> <p>Knowledge of Data Protection Act and Information Governance requirements</p> <p>Analysis and presentation of data to non-numerical audience</p> <p>Statistical analysis and the production of statistical / mathematical models</p> | <p>Knowledge of wider NHS information flows (eg: SUS, HES, Dr Foster)</p> <p>Experience in interrupting the NHS 'Model Hospital'</p> <p>Working experience of the inter relationship between Operations/Information/ Finance and National and Contractual Requirements.</p> | A I T |



| HEADINGS | ESSENTIAL | DESIRABLE | HOW TESTED |
|-------------------------|--|--|------------|
| EXPERIENCE | <p>Expert use of Microsoft Excel and SQL</p> <p>Experience in the use of Business Intelligence tools such as reporting services</p> <p>Experience in building and maintaining working relationships to a senior level.</p> <p>Developed communication skills for delivering key messages to a range of stakeholders both internal and external (including outside the NHS) to the organisation, some at very senior level, despite sometimes hostile and confrontational situations</p> <p>Report writing to satisfy needs of diverse audiences</p> <p>Experience of pulling together data from a wide range of sources and presenting information in a meaningful way</p> | Experience of activity modelling, waiting list profiling and capacity planning | A I T |
| SKILLS/ABILITIES | <p>Ability to explain things effectively to others and establish clear lines of communication</p> <p>An ability to influence others, including senior clinicians and managers</p> <p>Excellent verbal and written communication (including presentation) skills</p> | | A I T |

| HEADINGS | ESSENTIAL | DESIRABLE | HOW TESTED |
|----------|---|-----------|------------|
| | <p>Highly analytical skills</p> <p>Methodical, yet flexible approach to work</p> <p>Ability to work under pressure</p> <p>Ability to challenge and offer constructive criticism and receive such challenge & criticism as well</p> <p>Embrace change, viewing it as an opportunity to learn and develop</p> <p>Ability to identify risks, anticipate issues and create solutions and to resolve problems in relation to project or service delivery.</p> <p>Ability to understand a broad range of complex information quickly and making decisions where opinions differ/no obvious solution</p> | | |

A= Application T= Test I=Interview