

Job Description



Job Title: Adults Social Care and Health Innovation and Data Analyst	Service Area: Adults & Health Transformation	
Directorate: Improvement, Change and Control	Post Number: TBA	Evaluation Number: TBA
Grade: PO4 (proposed)	Date last updated:	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To collect, collate and interpret data in relation to Adults Social care and Health and to use that data to inform change, improvement and innovation of services to the benefit of the people of Newham

To interrogate and extract data from a range of ICT applications, including databases and spreadsheets, collate, analyse and disseminate management information.

To develop appropriate tools, systems and methodologies to identify process improvement opportunities, and analysis of data relating to quality of service and staff output.

To ensure that the data gathered is used to improve accessibility, quality and responsiveness of services

To assist in maintaining a range of policies, procedures and process maps for the service.

To work with the wider team to implement innovations

To be responsive to requests for information from all other team members on particular initiatives

To be a point of challenge for all proposed change to ensure that metrics are input to monitor the benefits and recommendations of change

To ensure that all decisions are evidence based and to gather and present that evidence in the most effective way

To be proficient in utilising appropriate IT systems to present data in the most accessible and understandable way

To gather and provide performance data to allow for improvements within the transformation team

DRAFT

Job Context

1. The post holder reports to the Assistant Director of Transformation Adult Social Care and Health
2. The post holder has no line management responsibility
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all the tasks and activities that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To contribute toward developing and implementing a working culture that is result-orientated and customer-focused.
2. To be responsible for continuous personal development by requesting support where and when necessary.
3. To assist in the production of a range of customer-facing management information and quality monitoring solutions, developing statistically and mathematically accurate reports, displayed in a clear and appropriate style using numerical and graphical presentational techniques.
4. To extract data from systems, and devise ways to gather data where it is not immediately available, that gives insight into how things are working and ultimately to how they can be improved
5. To assist in developing solutions to improve customer flow in customer-facing environments.
6. To be flexible in working on different projects or exercises across transformation where data analysis is required to inform the work
7. To help support the delivery of continuous improvement within services, by responding to customer demand, reducing and eliminating “waste”, and improving performance and efficiency, identifying process improvement opportunities using accurate and appropriate analytical techniques and systems.
8. To assist in maintaining a range of policies, procedures and process maps for the service.
9. To contribute to development of best practice within and outside transformation

10. To work with other data analysis people and functions across and outside the organisation to maximise capacity and ensure consistency of approach
11. To demonstrate alignment with the Council's vision, aims and values.
12. To use effective communications, liaison and working relationships across the transformation teams.
13. To propose innovations from the analysis of data, working collaboratively with senior managers and wider members of the transformation team
14. To conduct workshops where appropriate to present data and proposed solutions, ensuring engagement and involvement of appropriate stakeholders
15. To have a full understanding of and be able to respond to the demands of CQC assurance and inspection in terms of data and evidential requirements

Administration, Finance and Performance

1. To uphold all of the Council's policies and procedures.
2. To operate within the Council's agreed Scheme of Delegation and in accordance with the Council's Code of Practice for Procurement.
3. To ensure that all aspects of service delivery are fully in line with Council policies procedures and legislation, particularly in relation to equalities and diversity.
4. To collate and analyse statistical returns for transformation including data for CIPFA, Audit Commission and other returns and assist in writing reports of the findings.

Health & Safety & Council Policy

1. To comply with the Council's policies on Health & Safety.
2. To uphold and ensure compliance with the Council's policies and procedures across the service, including customer complaints and Information Governance (including the Data Protection Act, the Freedom of Information Act, Caldicott and related security and confidentiality policies and procedures) and to meet the Council's statutory responsibilities.
3. To carry out appropriate duties, as required, at any office location within the borough.
4. To carry out other duties within the competence of the post holder as may be reasonably required from time to time.

Personal Specification



Job Title: Adults Social Care and Health Innovation and Data Analyst	Service Area: Adults & Health Transformation	
Directorate: Improvement, Change and Control	Post Number: TBA	Evaluation Number: TBA
Grade: PO4 (proposed)	Date last updated:	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE:</p> <p>A clear understanding of the aims and objectives of Transformation in Adults Social Care and Health</p> <p>Strong working knowledge of ICT systems and how to extract data.</p> <p>Knowledge of statistical methods and research</p>	<p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p>

<p>techniques, including process improvement techniques,</p> <p>Knowledge of quality and performance systems.</p> <p>Advanced knowledge and understanding of the use and programming of spreadsheet and database applications to enable quick, efficient and accurate collation of variable datasets.</p> <p>How to extract and present data in the most accessible way</p> <p>How to explain complex concepts and jargon and make it as simple and understandable for non-data experts</p> <p>How to present and adapt information in a variety of formats to different audiences</p> <p>To create innovative solutions to problems highlighted by data analysis</p> <p>GDPR and how it impacts on data collection use and storage</p> <p>The CQC assurance and inspection regime and the kind of evidential requirements that are likely to be required</p> <p>To understand Client Level Data requirements, how to interrogate this information to highlight areas of focus for operations and the transformation team</p>	<p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Interview</p>
<p>EXPERIENCE:</p> <p>Communicating effectively both verbally and in writing in order to explain complex systems and procedures.</p> <p>Working with or within a large, multi-site, multi-function organisation.</p> <p>Operating, updating and retrieving data from ICT systems.</p> <p>Use of spreadsheet and database applications to enable quick, efficient and accurate collation of variable datasets.</p>	<p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p>

<p>Presenting results from data in an accessible way</p> <p>Using a variety of applications to extract, manipulate and present data</p> <p>Developing innovative solutions from extracts of data</p> <p>Working with and to senior management teams</p> <p>Both gathering existing data sources but also of devising ways of building data where there are not immediately or easily extractable sources available</p> <p>Working within GDPR constraints</p>	<p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Good communication skills (orally, written, graphical) for a broad range of audiences.</p> <p>Strong mathematical and statistical ability</p> <p>Sound problem-solving skills and ability to quickly evaluate situations and initiate appropriate actions.</p> <p>To convert information drawn from data analysis into proposals for innovation and change that will improve outcomes</p> <p>Ability to adapt to different teams requests and requirements quickly and effectively</p> <p>Ability to work collaboratively with external organisations</p> <p>Ability to interpret GDPR so that use of data is within rules but solutions are proportionate and manageable</p> <p>The ability to work as part of a team and create a harmonious working environment.</p>	<p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Demonstrable evidence of taking personal responsibility for continuing personal professional development.</p> <p>A demonstrable understanding of equal opportunity issues and commitment to achieving equality and opportunity in service delivery.</p>	

<p>A demonstrable understanding of providing high quality, inclusive services across a range of service areas, and a willingness and ability to work in a variety of service areas.</p>	
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to a [standard/enhanced] CRB check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	

DRAFT