

Job Title:	Data Analyst - Tableau
Reports to (job title):	Data Governance Lead
Line Manager to:	N/A

## Job purpose

To establish a strategic partnership with a specific business area to facilitate data improvement, provide valuable insights through specialist skills and enable evidence-based decision making.

Primarily, the Data Analyst will provide expert and proactive analytical support to services\functions (corporate and\or clinical). The post-holder will act as the main interface between the services and analytics, ensuring a regular flow of high-quality information that supports patient care, service delivery, performance monitoring, transformation plans and financial decision making.

Technically competent and a good communicator, you will be able to elicit requirements from stakeholders and produce conceptual models. Upon agreement, the Data Analyst will pass detailed requirements to the Data Management team for implementation.

Ultimately, the Data Analyst will produce reporting solutions that hit the mark and will also be required to localise the Data Governance process and facilitate data improvement. Tableau is our data visualisation tool of choice with dashboards deployed to Tableau Server and data sourced from SQL Server data models.

There will also be mandated reporting requirements that stipulate outputs in other formats such as Excel, which the Data Analyst will be comfortable developing and automating via SQL Server Reporting Services where feasible.

## Key responsibilities

### Strategic

- Fully engage with national Data Governance, Tableau Governance and Data Modelling initiatives
- Work within the Change Request System to prioritise, schedule and deliver work
- Lead on defining business and technical metadata within own area of responsibility

### Operational

- Ensure ongoing compliance with standards and procedures
- Working across teams to define data quality thresholds and tackle data quality issues
- Support data quality improvement plans by developing and automating exception reports and feeding back on issues discovered during report development
- Manage ad-hoc requests alongside ongoing development pipeline

**Colleague management**

- Manage and/or mentor junior colleagues

**Stakeholder management**

- Represent Analytics at appropriate meetings and initiatives; delivering presentations where appropriate
- Manage senior stakeholders as the local data and analytics subject matter expert
- Influence and persuade stakeholders with regards data and analytics best practice.

**Commissioner Management**

- Work closely with HCRG Care colleagues to fulfil contractual requirements and answer commissioner queries related to data and analytics Programme/project management
- Manage own projects that result in data and information provision that support regional and corporate services

**Contract management**

- Efficient, timely and high-quality delivery of national and contractual data and reporting requirements. Mobilisation/deployment/exits
- Actively gather information and reporting requirements related to mobilisations, deployments and exits within area of responsibility

**Transformation**

- Continually seek ways to work smarter
- Automate repetitive tasks
- Proactively acquire new skills and knowledge that could enable new and improved ways of working
- Work closely with Analytics colleagues to share skills and knowledge

**Risk and Issue management**

- Owner of risks within own area of responsibility – ensuring they are logged on the departmental risk log and applying appropriate mitigation.

**Business Development (Bids)**

- Provide information to support Business Development within area of responsibility

**Key relationships**

- Working in partnership with the Data Governance and Data Management functions to support services/functions
- Provide excellent customer service

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Degree in a relevant field including Mathematics, Computer Science or equivalent
- Experience integrating Tableau with SQL Server and other platforms to achieve best in class reporting and analytics
- Experience of creating and automating multiple enterprise scale dashboards that incorporate the principles of effective data visualisation using Tableau Desktop
- Able to translate customer requirements into working technical designs that are delivered on time and meet business expectations
- Able to validate business rules and reporting requirements using various techniques including interviews, prototyping and data exploration
- Ability to analyse data using SQL – incorporating different join types, temporary tables and common table expressions, window functions, aggregations, calculations and functions
- Knowledge of relational database design, dimensional modelling and data integration techniques
- Demonstrable ability to understand business requirements and communicate business rules and data definitions
- Able to collaborate effectively on difficult and controversial issues including performance and change
- Self-motivated, enthusiastic, ability to work under pressure and to tight deadlines, through prioritising work and managing deadlines
- Evidence of successfully working across teams and engaging with internal and external stakeholders

### Desirable

- Tableau Certified
- Experience with multiple Data Visualisation and Reporting tools, such as Power BI, Qlikview or SAS Analytics
- Experience of dealing with clinical professionals