



JOB DESCRIPTION

JOB TITLE	Informatics and Analytics Lead
PAY BAND:	Band 7 (subject to Agenda for Change job evaluation)
DIVISION:	Knowledge and Informatics
BASE:	Spring Farm Business Centre, Moss Lane, Crewe CW1 4RJ
REPORTS TO:	Information Communication Technology Manager
ACCOUNTABLE TO:	Leadership and Management Team
KEY WORKING RELATIONSHIPS	Information Communication Technology Manager Leadership and Management Team Knowledge and Informatics Team

Job Summary

This role will be responsible for development, production and promotion of a range of information and analytical services.

The post holder will be passionate about improving outcomes in healthcare, and work with leads to deliver information and analysis that will enable transformation and improvement in quality and service delivery.

The post holder will support multiple projects concurrently via data manipulation, apply their intelligence and knowledge to create insight, understanding and be capable of genuine statistical techniques, health economics and modelling.

The post holder will extract data from source systems, manipulate and analyse it and present the findings to individuals or groups of stakeholders. At times it may be necessary to provide specialist advice and guidance on information, informatics and analytics matters.

Overall purpose

- To contribute to transformation, improvement and positively influencing the experience of dying, death and loss in the local population and beyond.
- To champion approaches that positively impact on palliative care, end of life care and end of life experience, influencing and facilitating the development of best practice across a broad spectrum of community and care settings.
- To coordinate and support a range of projects within EoLP appropriate to the expertise of the post holder.
- To provide support and guidance to specific areas of work.



- To work in conjunction with Chief Executive Officer (CEO), Leadership Management Team (LMT) and the Information Communication Technology Manager to identify and prioritise areas of need and develop innovative approaches and models to meet these needs.

Key objectives of the role

- To advise on, and support the strategic development and future of the EoLP.
- To advise on and support the achievement of agreed organisational performance and quality measures.
- To initiate, design, monitor and co-ordinate projects.
- To lead and motivate the Knowledge and Informatics team.
- To support and motivate project teams.
- To advise on and conduct evaluation of EoL service provision by partners and external agencies/organisations.
- To develop and maintain key stakeholder relationships.

Key Duties/Responsibilities

Knowledge and Informatics

- To lead and oversee the development, production and promotion of a range of complex information and analytical services to support the organisation.
- To extract data from source systems, assure its integrity and to manage it appropriately.
- Document and escalate data quality issues appropriately.
- To apply appropriate and innovative techniques and approaches to analysis, interpretation and presentation of data.
- To communicate results of analysis in easily understood forms and to manage issues that may arise when leading opinions conflict or challenge the findings.
- To identify new information needs and to work with others to define, plan and implement new data collection processes.
- Provision of expert advice and, when necessary, training on, information, informatics and analytics matters.
- Support ongoing service and individualised evaluation via the use of systems, development and data reporting/analysis

Leadership and Co-ordination

- Develop, implement and evaluate the strategy for Knowledge and Informatics.
- As a senior member of staff contribute to the development of the strategic plan.
- Support the development of the organisational workplan.
- Support the setting of organisational outcomes and measures.
- Lead the monitoring of quality, progress and outcomes of the work plans, identifying risks and barriers promptly; finding solutions as required.
- Develop and implement the work plan for the Knowledge and Informatics Team



- To plan and organise work schedules to deliver according to agreed timelines and standards.
- Manage the team members of the Knowledge and Informatics Team
- Co-ordinate and lead designated projects; ensuring project outcomes are achieved.
- Identify and support links between related projects and programmes. In conjunction with programme leaders, support and mentor project staff when appropriate.
- Contribute to the development and evaluation of operational practice within EoLP and with partner organisations.
- Coordinate and lead, when appropriate, project and evaluation team meetings.
- Motivate project team members where they are involved in joint projects with the role holder so that they meet deadlines and work productively. Refer any work and personnel issues to Line Managers where appropriate.
- Produce reports and papers and present to the LMT, Board of Trustees, Strategic Collaborative Cheshire and other external partners as required.

Finance

- Work collaboratively with the CEO, LMT, Information, Communication Technology Manager and finance personnel to set, manage and monitor the budget for the Knowledge and Informatics Team within an agreed limit.
- Ensure the effective and efficient use of individual physical and electronic resources; actively promoting and demonstrating cost-consciousness in your practice.
- Co-ordinate and monitor projects to maximise cost effectiveness, efficiency and productivity.
- Ensure costing of projects is accurate and underpinned by sound business principles as agreed with the CEO.
- In conjunction with the CEO and in support of the LMT identify and secure sources of funding, within agreed targets, to support work plan and projects.

Innovation

- In conjunction with the CEO LMT and Information Communication Technology Manager, identify opportunities of joint working to promote learning, models of best practice, knowledge transfer and innovation.
- Lead, and advise on, the development of the organisational audit framework.
- Foster the development and use of IT systems and skills to promote effective evaluation, audit, project co-ordination, quality improvement and the dissemination of good practice
- In conjunction with the CEO and LMT identify innovative approaches in response to the changing needs of practice, practitioners and the community.
- Critically evaluate, and apply knowledge of local and national policy to EoLP and your work; suggesting and implementing changes with agreement of CEO and LMT
- Disseminate, share and publish evidence of impact, learning and models of good practice.



Expected behaviours and personal characteristics

The post holder should demonstrate competence in the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organisation.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organisation.
- **Communicate Effectively and Respectfully:** Speak, listen and write in clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new unique ways to improve operations of the organisation and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organisational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organisational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organisation.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organisation.
- **Organise:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Plan:** Determine strategies to move the organisation forward, set goals, create and implement action plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assess options and actions based on trends and conditions in the environment, and the vision and values of the organisation.

General

- To contribute to and support the development of policies, procedures and protocols as appropriate.
- To promote equality of access and opportunity in all aspects of the work.
- To take all reasonable steps to promote a safe and healthy working environment which is free from discrimination.
- To comply with the End of Life Partnership policy on confidentiality, and the General Data Protection Regulations relating to information held manually or on computerised systems.
- To respect the confidentiality and privacy of clients and staff at all times.
- To maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, visitors and themselves, reporting any accidents or fault in line with End of Life Partnership policies.
- To participate in personal training, development, appraisal, and attend all relevant training courses as required.
- EoLP has a responsibility and is committed to safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to



honour this commitment to minimise risk or harm in accordance with current legislation, statutory guidance and EoLP's policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi- agency working to safeguard patients.

The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.

As this is a new role this job description will be reviewed and amended (if necessary) after 6 months.