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| FINAL BADGER LOGO.jpg | **Data Analyst**  **Job Description** |

# Job Description

**Job Title:** Data Analyst

**Department:** Performance & Quality

**Hours/ Contract:** 37.5 hours per week

**Tenure:** Full Time, 3-Year Fixed Term Contract

**Salary:** £23-25k per annum

**Reports to:** Head of Performance and Quality

**Based at:** Glover Street, Birmingham

# Summary

The Data Analyst will be required to liaise and take direction from the Head of Performance and Quality. Duties involve processing, analysing and reporting on data in an efficient and timely manner, being thorough and maintaining accuracy, liaising with colleagues at all levels, taking responsibility and accountability for own workload and ensuring that deadlines are met.

# Key Accountabilities

* Design, generate and analyse large datasets to identify patterns, trends, and insights to support performance improvement opportunities across the business.
* Design and implement analytical solutions to solve complex business problems.
* Develop and implement databases, data collection systems, data analytics and other strategies that optimise statistical efficiency and quality.
* Collaborate with stakeholders to understand business needs and provide insights and recommendations.
* Communicate findings and recommendations to technical and non-technical stakeholders.
* Stay up-to-date with the latest trends and technologies in data mining and analytics
* Acquire data from primary or secondary data sources and maintain databases/data systems.
* Identifying, analysing, and interpreting trends or patterns in complex data sets
* Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems.
* Personally responsible for the collation and provision of regular and ad-hoc reports including: -
  + Weekly Business Performance analysis across all areas of the business.
  + Monthly and quarterly performance reports (NQR & KPI) for all CCGs.
  + Clinical data reports.
  + Call Centre performance statistics
  + Reports required by other departments.
* Quality assurance and validation of performance data.
* Provision of bespoke data to commissioners, regulators, management and board.
* Provide analysis of operational and clinical breaches.
* Manage information requests, both internal and external in an efficient and timely manner.

The job description may be subject to review.

This job description is not exhaustive and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by Management.

# Relationship to other roles

The Data Analyst will be a part of the Performance & Quality Team, reporting to the Head of Performance and Quality. This post will also involve extensive liaison with Executive Team members and other departments within Badger Group.

# Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

# Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 2018 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 2018.

***The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation.***

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| FINAL BADGER LOGO.jpg | **Data Analyst**  **Person Specification** |

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| **Criteria** | **Essential** | **Desirable** |
| Education/Qualification | * Minimum GCSE Maths and English grade A-C or equivalent * Bachelor's or Master's degree in Mathematics, Economics, Computer Science, Information Management, Statistics, or a related field * Interest in professional development and further training. | At least 3 years of experience in data mining, data analysis, or a related field |
| Skills/Abilities | * Ability to interpret, analyse and question data. * Intermediate / advanced level in MS Excel. * An excellent eye for detail. * Logical and methodical in your approach to tasks. * Effective verbal and written communication skills with the ability to deliver clear and concise messages. * Ability to identify and deliver the needs of customers. * Good planning and organisational skills. * . * Work with management to prioritize business and information needs. * Ability to work independently and as part of a team. * Strong math skills and business acumen * Adept at queries, report writing and presenting findings. | Previous experience using Power BI  Proficiency in data mining tools and techniques, such as SQL |
| Relevant experience | * Quality assurance and validation of performance data. * Trend analysis. * Preparation of Performance Reports, both internal and external facing. * Presentation of data and analysis to best suit environment / individuals requirements. | Experience of Adastra Clinical Patient Management System |

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| Knowledge | * An understanding of Data Protection and Freedom of Information regulations * Excellent knowledge and use of IT including the use of Microsoft Office packages. | NHS National Quality Requirements for Out of Hours providers |
| Personal Qualities | * Well presented and professional attitude. * Hands-on approach * Positive outlook * Self-confident. * Resourceful and innovative * Excellent social and interpersonal skills * Open and tolerant of diverse culture and groups. * Calm and methodical * Curious in nature |  |
| Commitment to equality & diversity and values of Badger Group | Essential |  |
| Passionate about health issues and some understanding of the health sector |  | Desirable |