Job Description

![Newham London logo]

Job Title:	Service Area:	
Adults Social Care and Health Innovation and Data Analyst	Adults & Health Transformation	
Directorate: Improvement, Change and Control	**Post Number:** TBA	**Evaluation Number:** 6830
Grade: PO4	**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 lead in maintaining a range of policies, procedures and developing 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

To have a full understanding of benefits realisation and to devise measures of success and set up systems to extract necessary data to evidence delivery

To interpret data in terms of business efficiency and to devise and present recommendations to stakeholders at all levels

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. Responsible for co-ordinating and directing a project team of internal staff and external consultants under the direction of Assistant Director of Transformation Adult Social Care and Health.

4. Develop, present and seek approval for reports at key stages and be responsible for ensuring that local and council wide governance processes are followed.

5. Support and on occasion lead the managing the resident consultation processes throughout the development process and ensure the objectives for the Council are met.

6. Responsible for project support and administrative duties such as minute taking, consolidation reports, booking in meetings and co-ordination of wider teams.

7. To lead on 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.

8. 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

9. To lead in the development of solutions to improve customer flow in customer-facing environments.

10. To be flexible in working on different projects or exercises across transformation where data analysis is required to inform the work

11. To lead and collaborate with services in delivering continuous improvement within services, by leading on the response to customer demand, reducing and eliminating "waste", and improving performance and efficiency, identifying process improvement opportunities using accurate and appropriate analytical techniques and systems.

12. To lead in the development of best practice within and outside transformation

13. To work with other data analysis people and functions across and outside the organisation to maximise capacity and ensure consistency of approach

14. To demonstrate alignment with the Council's vision, aims and values.

15. To use effective communications, liaison and working relationships across the transformation teams.

16. To propose innovations from the analysis of data, working collaboratively with senior managers and wider members of the transformation team

17. To conduct workshops where appropriate to present data and proposed solutions, ensuring engagement and involvement of appropriate stakeholders

18. 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

19. To fully understand the demands of benefits realisation in programmes and projects and be able to devise and extract data that will provide evidence of achievement.

20. To interpret and present findings of data analysis to stakeholders, both internal and external, at all levels of organisations involved in the Adults and Health Transformation programme

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

Newham London

Job Title:	Service Area:
Adults Social Care and Health Innovation and Data Analyst	Adults & Health Transformation

Directorate:	Post Number:	Evaluation Number:
Improvement, Change and Control	TBA	6830

Grade:	Date last updated:
PO4	

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
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.	
KNOWLEDGE:	
A clear understanding of the aims and objectives of Transformation in Adults Social Care and Health	Application form/ interview
Strong working knowledge of ICT systems and how to extract data.	Application form/ interview
Knowledge of statistical methods and research techniques, including process improvement techniques,	Application form/ interview
Knowledge of quality and performance systems.	Application form/ interview
Advanced knowledge and understanding of the use and programming of spreadsheet and database applications to enable quick, efficient and accurate collation of variable datasets.	Application form/ interview
How to extract and present data in the most accessible way	Application form/ interview
How to explain complex concepts and jargon and make it as simple and understandable for non-data experts	Application form/ interview
How to present and adapt information in a variety of formats to different audiences	Application form/ interview
To create innovative solutions to problems highlighted by data analysis	Application form/ interview
GDPR and how it impacts on data collection use and storage	Application form/ interview

The CQC assurance and inspection regime and the kind of evidential requirements that are likely to be required	Application form/ interview
To understand Client Level Data requirements, how to interrogate this information to highlight areas of focus for operations and the transformation team	Interview
To have a full understanding of benefits realisation and what it entails, particulalrly in devising baseline measures and reporting on deliver against the measures	
How to present effectively to stakeholders at all levels	

EXPERIENCE:	
Communicating effectively both verbally and in writing in order to explain complex systems and procedures.	Application form/ interview
Working with or within a large, multi-site, multi-function organisation.	Application form/ interview
Operating, updating and retrieving data from ICT systems.	Application form/ interview
Use of spreadsheet and database applications to enable quick, efficient and accurate collation of variable datasets.	Application form/ interview
Presenting results from data in an accessible way	Application form/ interview
Using a variety of applications to extract, manipulate and present data	Application form/ interview
Developing innovative solutions from extracts of data	Application form/ interview
Working with and to senior management teams	Application form/ interview
Both gathering existing data sources but also of devising ways of building data where there are not immediately or easily extractable sources available	Application form/ interview
Working within GDPR constraints	Application form/ interview
Contributing to and reporting on the development of benefits realisation measures	Application form/ interview
Presenting to senior stakeholders after interpreting and preparing data	Application form/ interview

SKILLS AND ABILITIES:	
Good communication skills (orally, written, graphical) for a broad range of audiences.	Application form/ interview
Strong mathematical and statistical ability	Application form/ interview
Sound problem-solving skills and ability to quickly evaluate situations and initiate appropriate actions.	Application form/ interview
To convert information drawn from data analysis into proposals for innovation and change that will improve outcomes	Application form/ interview
Ability to adapt to different teams requests and requirements quickly and effectively	Application form/ interview
Ability to work collaboratively with external organisations	Application form/ interview
Ability to interpret GDPR so that use of data is within rules but solutions are proportionate and manageable	Application form/ interview
Ability to devise measures that evidence the achievement of identified benefits in programmes and projects	Application form/ interview
Ability to present information in a way that engages and informs stakeholders at all levels	
The ability to work as part of a team and create a harmonious working environment.	
PERSONAL STYLE AND BEHAVIOUR:	
Demonstrable evidence of taking personal responsibility for continuing personal professional development.	
A demonstrable understanding of equal opportunity issues and commitment to achieving equality and opportunity in service delivery.	
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.	
OTHER SPECIAL REQUIREMENTS:	

Willingness and ability to work occasional evenings and weekends to maintain service delivery. 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. This post is subject to a [standard/enhanced] CRB check. This post is exempt from The Rehabilitation of Offenders Act (1974).	