

Business Intelligence Support Analyst

Role title	Business Intelligence Support Analyst
Location(s)	The post holder will have an office base at Osprey Court in South Bristol but will be required to work across the Bristol, North Somerset and South Gloucestershire.
Terms and conditions	The post holder will be employed by One Care Ltd.
Salary	Band 1 £18,000 - £22,000 depending on experience
Contract	Full-time 37.5 hours a week
Job profile	The post holder will be part of a Digital team and will need to possess relevant digital, data analysis, design and development skills to support One Care's service delivery, whilst demonstrating effective team working, good communications and engagement skills, as well as a good understanding of general practice and the broader healthcare agenda.
Responsible to	Head of Digital
Accountable to	Delivery Director
Job context	<p>One Care (BNSSG) Limited was established on 1st September 2016 and has 85 of a possible 86 GP partnerships or organisations in Bristol, North Somerset and South Gloucestershire as shareholders. It is established for the purpose of supporting these practices in providing collaborative, innovative and sustainable general practice to patients registered with GP practices, together with establishing workable partnerships with the intention of delivering best possible outcomes for general practice with CCGs, NHSE, Hospital trusts and local authorities. The intention is to invest in general practice and to focus predominantly in the sustainability of general practice rather than profit.</p> <p>Our vision is to enable general practice to thrive and survive. One Care is here to ensure that the heart of General Practice survives and continues to provide comprehensive, whole-person health care to individuals and their families. Through collaboration, One Care will adeptly provide the scale, innovation and leadership to evolve our services, so that General Practice is invigorated and thrives into the future.</p>
Job summary	The post holder will be a key member of One Care Ltd's Digital Team, enabling the successful delivery of a range of innovative and effective services and initiatives using the One Care digital platform to support general practice.

	The post holder will provide business analysis skills and capabilities to the wider One Care team and practices, to support service delivery from discovery, design through to implementation and subsequent support.
Key objectives of role	<p>The business analyst provides a communication bridge between digital and the business stakeholders for both process, systems and data.</p> <p>The key objectives for the role are:</p> <ul style="list-style-type: none"> • To support the practice analytics service within One Care • To assist with the quality assurance processes that support the analytics and digital workstreams. • To undertake project work or special tasks in accordance with business requirements. • To collate, input and present data for specific projects and assist in the interpretation and analysis. • To identify gaps in data provision and reporting mechanisms and work with team members to address gaps. • To respond to requests channelled through the Executive Team to provide data that supports the delivery of One Care programme objectives and fulfil reporting requirements. • To design and implement automated tools to use in data processing, auditing, and for <i>ad hoc</i> reporting requirements • To prepare agendas, taking minutes and distribute notes of meetings • To maintain project documents such as risks and issues logs, version control documents and engagement spreadsheets. • To liaise with GP practices, locality provider boards and other stakeholders as required • To undertake any other duties commensurate with the role
General duties:	<p>Actively promotes and lives the OCL values on a day to day basis including the 'Nolan' principles of public life:</p> <p>Selflessness – work solely in the interests of shareholders and the public. Integrity – must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.</p>

	<p>Objectivity – must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.</p> <p>Accountability –are accountable to the shareholders for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.</p> <p>Openness – should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.</p> <p>Honesty – should be truthful</p> <p>Leadership – should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.</p> <p>The post holder may be required to work additional hours to cover holidays and sickness</p> <p>Communicate and provides highly complex information to a wide range of internal and external stakeholders. (verbal, written and numerical)</p> <p>Maintain highest standards of honesty, integrity, consistent attendance, punctuality, personal appearance and treat everyone as you would wish to be treated.</p> <p>To attend all statutory and mandatory training courses specific to this role and to adhere to relevant health and safety procedures</p> <p>To be available for staff meetings, team meetings and meetings with managers</p> <p>To have a good understanding of and follow company policies and procedures</p> <p>Establish and maintain effective working relationships with co-workers and with all stakeholders including members of the general public.</p> <p>To summarise information to support staff performance and development reviews with line managers</p> <p>To meet regularly with the line manager to discuss objectives, delivery and manage any issues as well as attend performance and development reviews</p> <p>Be an excellent ambassador for the organisation in all external dealings</p>
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Key working relationships:	Executive Team Delivery Director Strategic Digital Architect One Care Team General Practices Locality Provider Boards External suppliers
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Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager

Confidentiality

Under the Data Protection Act 1998, the postholder must maintain the confidentiality of information about patients, business organisations and their staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practices as business organisations. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practices, GP Care or BrisDoc may only be divulged to authorised persons in accordance with programme procedures relating to confidentiality and the protection of personal and sensitive data

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with organisational procedures and policies, and current legislation
 Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment

The postholder needs to be aware of the programme's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Smoking

Smoking will not be tolerated inside any One Care building or vehicle.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Evidence of academic achievement that demonstrates excellent literacy and numeracy capability	Essential	Application and Interview
Education to degree-level standard or two years' relevant experience	Essential	Application and Interview

SKILLS AND ATTRIBUTES		
Criteria	Requirement	Measurement/Testing Method
Ability to consistently learn new technologies and apply those concepts	Essential	Interview
Knowledge of Tableau	Desirable	Application and Interview
Coding experience	Desirable	Application and Interview
Evidence of an understanding Primary Care/NHS IM&T solutions and architecture	Desirable	Application and Interview
Ability to communicate effectively to both technical and non-technical audiences	Essential	Application and Interview
Power user of Microsoft office products including Word (PowerPoint and Excel (ability to use spreadsheets, create forms, organise data)	Essential	Application and Interview

Knowledge of statistical methodologies and techniques	Desirable	Application and Interview
Experience of multi-disciplinary collaborative team working	Desirable	Application and Interview
Demonstrated familiarity with EMIS Web	Desirable	Application and Interview
Knowledge of Data Protection and Information Governance Regulations	Desirable	Application and Interview
Delivery focused with innovative approach, the ability to solve problems and implement action plans.	Desirable	Application and Interview
Excellent verbal and written communicators, tactful diplomats, problem solvers, thinkers and analysers - with the ability to engage with stakeholders to understand and respond to their needs	Desirable	Application and Interview
Ability to work under pressure and plan/prioritise workload	Essential	Application and Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES		
Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high quality patient care	Essential	Interview
Ability to work independently and as part of a team	Essential	Interview
Motivated by a drive for improvement at all times	Essential	Interview
Positive attitude towards innovation and change. Adaptable and able to respond to a changing situation.	Essential	Interview
A strong sense of self awareness and how personal style affects the way colleagues react	Essential	Interview
Able to manage detailed plans and retain large volume of diverse information.	Essential	Interview

Signed on behalf of One Care:-.....

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Printed Name

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Date

Signed by employee:

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Signature

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Printed Name

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Date