



## JOB DESCRIPTION

### General Information

Title	<b>Performance and Informatics Technical Lead</b>
Grade	7
Job base	Royal Brompton Hospital (but expected to work at Harefield Hospital from time to time as necessary)
Accountable to	Head of Performance and Informatics

### Disclosure & Barring Service (DBS) checks

Not required	<input checked="" type="checkbox"/>	Enhanced	<input type="checkbox"/>
Basic	<input type="checkbox"/>	Enhanced with adult/child barred list	<input type="checkbox"/>
Standard	<input type="checkbox"/>		

### Job Summary

The post holder is responsible to lead discrete informatics development projects and support the Performance and Informatics department to deliver accurate, timely and impactful information to the Trust. Build strong working relationships with divisional teams, I&T, commissioning, service development and technology partners.

Automate the reporting process for all statutory returns reported by Performance and Informatics department and periodically update the reporting process in line with specification changes (ISN/NHS data definitions). Develop/maintain SSIS packages, views, MS Power BI dashboards and SSRS reports as required by the Performance and Informatics department.

To be the department's expert in National Tariff/Payment by results framework and ensure timely reporting of Commissioning Data Sets (CDS) to Secondary Uses Service (SUS).

To line manage and be responsible for continuing professional development and overall performance of Performance and Informatics Technical Analyst/s. Deputise for Head of Performance and Informatics as and when needed.

### Main tasks and responsibilities

#### Communication

Develop in-depth understanding on the existing business intelligence architecture and build strong working relationship with BI Manager, infrastructure team and others such that there is a clear line of communication with regards to system issues/updates that affects data availability in Performance data warehouse.



Participate in new clinical system/s technical design review process and ensure that the reporting needs for performance informatics service is incorporated in the system design.

Communicate specification changes, new reporting requirements and standards, new data source availability to the Performance and Informatics Business Partner and team in order to provide accurate informatics service.

Build strong working relationship with Commissioning, Finance & Costing teams and ensure that any local rules that affects income are signed off and incorporated appropriately in the respective reporting process.

Communicate Performance and Informatics BI system downtime/upgrades etc., that affects the provision of informatics service to all stakeholders.

### **Patient/customer care (both direct and indirect)**

Proactively engage with the Performance and Informatics Business Partner and understand the reporting requirements. Maintain the BI architecture up to date so that the BI dashboards/reporting service meets the Trust's informatics needs.

Provide quality assurance on every report/dashboard (Statutory/internal reports) developed by the Performance and Informatics service.

Contribute to the development of digital maturity of the Trust by conducting workshops and one to one session about the products and solutions offered by Performance and Informatics service.

### **Policy and Service development**

Develop standards, quality assurance checklists and apply information governance policy appropriately to design, develop, maintain and distribute BI dashboards and reporting services.

Support the Head of Performance and Informatics in keeping track of existing policies and updating it as and when needed.

Lead the provision of informatics support to strategic projects to the Trust.

### **Resource management**

Ensure that enhancements to the Trust's performance database structure are developed in a responsible manner, safeguarding the database structure and data appropriately.

Develop and maintain bespoke documentations such as, business requirement, technical design, testing process, maintenance plans, security framework, user guides and deployment plans for BI and database developments.

Prioritise development projects and allocate resources appropriately. Discuss with the Head of Performance and Informatics on conflicting priorities to ensure that the right projects are resourced and delivered on time.

Proactively analyse the ad hoc information requests and statutory returns processed by the Performance and Informatics team and develop intelligent solutions to automate where possible to reduce burden on service and to improve data quality.

Maintain and monitor the BI contracts terms including utilisation of support hours etc. and provide a proactive update to the Head of Performance and Informatics with regards to contract renewal process.

**People management**

Collaborate with other members of formal and informal groups in the pursuit of common missions, vision, values and mutual goals. Places team needs and priorities above personal needs. Involves others in making decisions that affect them. Draws on the strengths of colleagues and gives credit to others' contributions and achievements.

Provide a highly motivated, charged & a happy working environment to the Performance and Informatics Technical Analyst/s.

Provide the challenge that is needed for the team to expand their skills to deliver creative and innovative solutions to address business problems.

Design & implement training plans to improve the skill mix in line with future technological advancements.

**Information management**

Ensure that the Performance data warehouse supplies a single version of truth about operational performance to meet the Trust's informatics requirements.

Provide assurance on data availability in the Performance Data Warehouse by ensuring that the ETL packages deployed by the BI Development Manager and Team to integrate various sources of data is in line with Performance and Informatics service needs.

Provide business specification to the BI Development Manager for new data requirements in the Performance and Informatics data warehouse.

Lead the testing process for new developments and provide quality assurance before the database tables/reporting process goes live.

Develop and maintain a robust and reliable reporting process using MS BI Stack to report SUS CDS dataset and associated process that affects income generation to the Trust.

Support the Trust with high quality accurate data for annual activity planning exercise including for reference costs, setting up new groupers etc.,

Maintain the existing SSRS, MS Power BI reports and dashboards and ensure that the specifications are up to date and is as per NHS Data definitions.

Lead the implementation/upgrade of business intelligence tools in coordination with the BI Manager and manage user access, security, workspaces and ensure the delivery of a high quality and reliable informatics service to the Trust.

Support the Performance and Informatics Technical Analyst/s by translating the business requirements into technical specifications and establish engagement models with the stakeholders to deliver informatics solutions that meets the business expectations.

Maintain and update the contents in the Performance and Informatics Service's intranet site on an ongoing basis.

**Research and development**

Bring to the attention of the Head of Performance and Informatics on any developments in reporting, presentation or benchmarking tools that may be of use to the team and organisation.



Proactively research the developments in the NHS Eco system, participate in working groups/national conferences/trainings and apply the learning to improve the process of information record life cycle management.

### **Further sections**

- To ensure all team members have a real voice in the development of the service to patients/customers
- To maximise the potential of all team members and to ensure that all team members have a meaningful appraisal/personal development plan that includes feedback to the individual from a selection of internal customers and team members
- To provide a safe and attractive working environment for team members within available resources
- To attend and play a part in corporate groups as a representative of the directorate and team to represent the Trust at regional and national conferences and on working groups as appropriate
- To abide by the NHS Code of conduct for managers, the Trust's Core behaviours for staff and managers and all other Trust policies, codes and practices, including standing financial instructions, research governance, clinical governance, patient and public involvement and health and safety.
- To abide by the Trust's Core behaviours for staff and all other Trust policies, codes and practices including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety.

### **Other duties**

To undertake any other duties commensurate with the grade as requested.

**This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.**

## ADDITIONAL INFORMATION

### Trust mission

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

### Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

### Health & Safety

#### Smoking

It is the policy of Royal Brompton & Harefield NHS Foundation Trust that all people who work for the Trust or, while on its premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke, and so smoking of cigarettes and E-cigarettes is not allowed anywhere on any Trust premises.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Community Services, to ensure that Trust staff and patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

NHS Estates have notified all NHS agencies that E-Cigarettes and the charging there of are not permitted within any Trust property (including accommodation).

#### Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's Diversity policy and to ensure that colleagues or staff that you manage receive equal treatment throughout their employment with the Trust.

#### Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

#### Conflict of interests

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's Conflict of Interest policy, you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your



employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

### **CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

### **Disclosure & Barring Service checks (where relevant)**

If the post has been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* or, in some cases, the *Police Act 1997*, it meets the eligibility criteria for a disclosure to be requested through the Disclosure and Barring Service (DBS). Where a DBS check is indicated above applicants who receive a conditional offer of employment will need to complete a satisfactory DBS check prior to the appointment being confirmed.

With the exception of Basic disclosure certificates which only contain information about spent convictions, all other DBS level checks will disclose both spent and unspent convictions, cautions (including reprimands and final warnings) which are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975 (as amended)*. Enhanced disclosures may also include other relevant police information where this is deemed relevant to the position you are applying for.

A criminal record will not necessarily bar you from appointment - that will depend on the nature of the position for which you are applying and the particular circumstances of the incident(s).

You are obliged to inform the Trust if at any time in the course of your employment you are the subject of a police investigation, or are convicted of a criminal offence.

You must also inform the Trust immediately if at any time during your employment you are the subject of an investigation by the Independent Safeguarding Authority or are Barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while Barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.



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### Core behaviours for all Trust staff

All staff will:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

### Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

The Royal Brompton & Harefield NHS Foundation Trust is a non-smoking Trust.

Confirmed as accurate by	Signature	Date
Post holder		
Manager		





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## PERSON SPECIFICATION

### GENERAL INFORMATION

**Post** Performance and Informatics Technical Lead  
**Grade** 7  
**Department** Performance and Informatics

REQUIREMENTS	ESSENTIAL	DESIRABLE
<b>EDUCATION AND QUALIFICATIONS</b>	In depth specialist knowledge of statistics, information analysis and use of information acquired through degree or equivalent plus additional specialist knowledge acquired through training and relevant experience to master's degree level or equivalent	Preferred specialisms in: Informatics, Mathematics, Statistics, Computer Science or Operations Research and Analytics  Microsoft Certified Solutions Expert in Data Management and Analytics  Qualification in Project Management.
<b>EXPERIENCE AND KNOWLEDGE</b>	Extensive work experience within an NHS information service.  Experience of supervising or line managing staff.  Sound knowledge and understanding of NHS operational performance reporting requirements, NHS data standards and definitions  Detailed understanding of NHS Payment by results framework  Extensive experience in developing and processing SUS CDS return.  General understanding of the Caldicott Guidelines, General Data Protection Regulation  Extensive experience of leading BI projects.  Experience of implementing changes in Informatics Infrastructure and reporting technologies	
<b>SKILLS AND ABILITIES</b>	Sound SQL knowledge in designing, developing and interrogating databases. Extensive expertise in Microsoft BI stack (SSIS, SSRS and Power BI)	Extensive practical experience of using Microsoft SQL to integrate new data sources, build tables, design updates and extract data.



	<p>Expert in translating business requirements into accurate technical specifications.</p> <p>Experienced in setting standards to develop, maintain and distribute BI dashboards and reporting service.</p> <p>Excellent data modelling &amp; report writing skills.</p> <p>Sound knowledge in optimising BI dashboard performance.</p> <p>Excellent written and presentational skills</p>	
<b>PERSONAL QUALITIES</b>	<p>Ability to work with other departments in the Trust to achieve Trust's objectives</p> <p>Ability to work under pressure with short notice or urgent deadlines</p> <p>Able to balance competing priorities and meet personal and directorate targets within a fluctuating and demanding workload</p> <p>Ability to analyse, delegate and supervise the workload</p> <p>Ability to motivate the team</p> <p>A logical approach to planning work Positive 'can do' attitude and positive attitude to change</p> <p>A strong commitment to personal continuing professional development</p> <p>Patient centred and customer centred approach.</p> <p>Be discreet and aware of issues requiring confidentiality.</p>	
<b>OTHER REQUIREMENTS</b>	<p>Ability to work independently or as part of a team and to comply with deadlines</p> <p>To ensure the image of the service is represented in a positive, helpful and professional manner</p> <p>A sound knowledge of Health and safety issues for the protection of self and other work colleagues.</p>	

AP 02/12/2020