



BIRMINGHAM
CHILDREN'S TRUST



Birmingham Women's and Children's
NHS Foundation Trust



Birmingham and Solihull
Clinical Commissioning Group



Birmingham
City Council



Birmingham
Community Healthcare
NHS Foundation Trust

Job Description

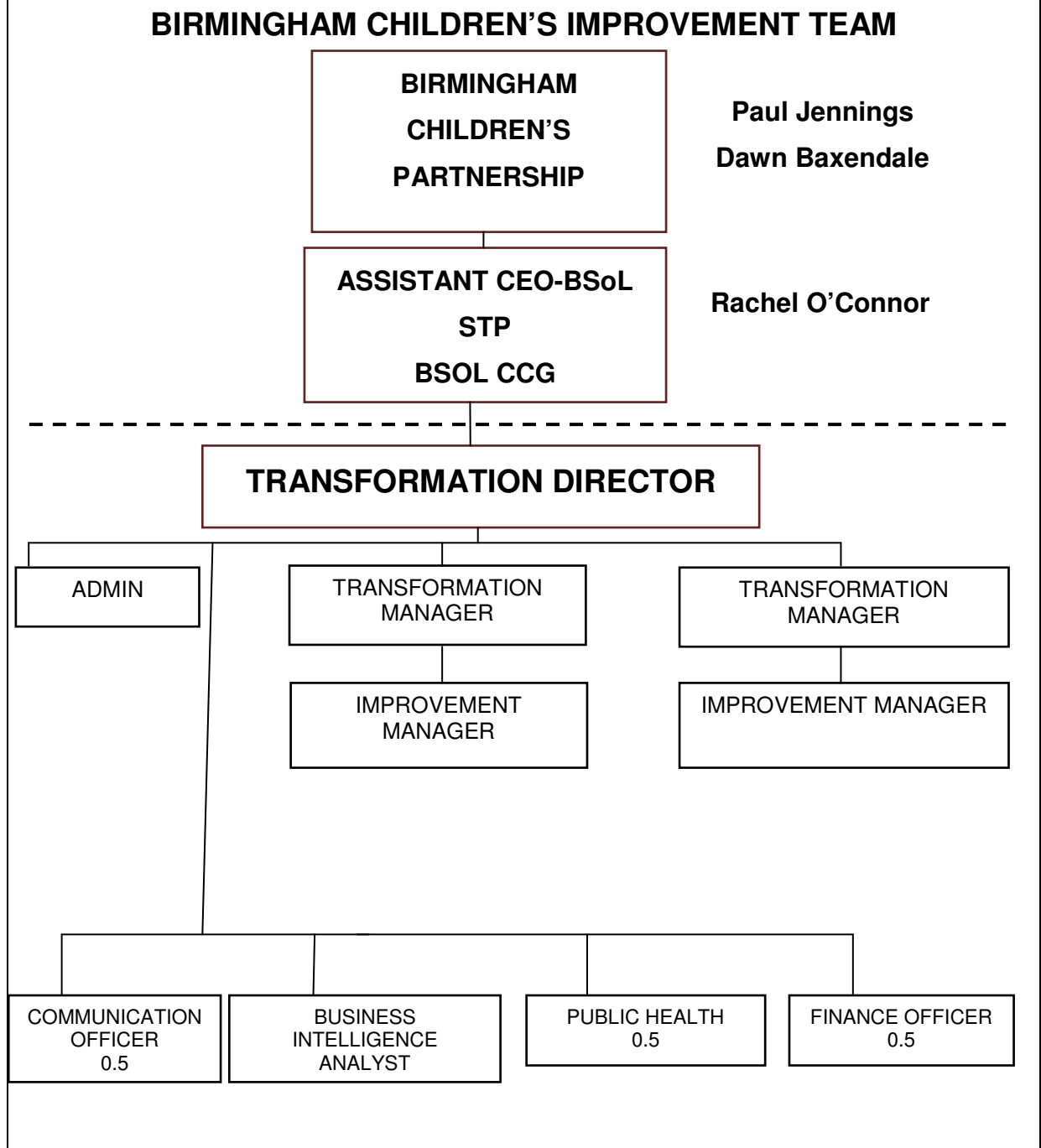
1. Job Details

Job Title:	<i>Business Intelligence Analyst</i>
Band:	<i>Agenda for change band 7</i>
Team:	<i>Birmingham Children's Partnership – Improvement Team/ Birmingham Public Health Team</i>
Location:	<i>Birmingham City Centre – City Council offices.</i>
Responsible to:	<i>Transformation Director – BCP Improvement Team.</i>

2. Job Purpose

Provides the provision of expert information analysis, performance reporting and insight supporting Birmingham Children's Partnership and the Birmingham Public Health service.

3. Structure Chart



4. Core Duties and Responsibilities (Key Result Areas)

- The Post Holder will:
- Work with the Birmingham Children's Partnership – Transformation Director and the wider Improvement Team to ensure the provision of Business intelligence and performance reporting, across the partnership.
- Will provide analytical support for shared priorities of the Business Children's Partnership Improvement Team and Public Health team
- Lead the co-ordination of data collection and analysis to support the children and young people's component of the Birmingham and Solihull JSNA's.
- Will attend all operational meetings as required
- Will assist in developing a forward thinking BI service that is optimally performant
- Will assist in the identification of service efficiencies and process change
- Will maximise the information held within existing data sets, including complex data management and manipulation – exploiting their potential in turning information into knowledge.
- Will work with a broad spectrum of information from a wide range of sources and agencies presenting complex and sophisticated information in a meaningful way to increase organisational knowledge and enable evidence-based decisions.
- Utilise modelling and forecasting techniques to predict future need and demand.
- Present findings of complex investigation and analysis and recommendations in a clear and intelligible form as presentations or written reports, suitable for a wide range of lay and professional audiences.
- Give and assist in presentations to audiences of stakeholder staff to aid the audience with understanding of analysis findings.

This job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

This job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Service, Directorate or Organisation.

Key Working Relationships/Strategic alignment

- Required to maintain constructive relationships with a broad range of internal and external stakeholders.
- Participate in relevant internal and external working groups/projects, services, and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice to the teams.

- Work with members of the team to develop and implement data collection systems that will provide accurate and timely data.
- Communicate information, risks, issues and dependencies, including briefings and reports senior teams, sponsors and a range of internal and external staff.

Operational Requirements

- Present complex information on all aspects of function practice in a clear, understandable and audience-appropriate manner to senior management.
- Support and inform the targeting of resources, monitoring, implementation and evaluation in support of contract management by providing high quality support including complex information and analysis, communications and stakeholder management.
- Participate in relevant meetings e.g. strategic review meetings, providing information advice and support where requested.
- Support the development of new reporting mechanisms, particularly the use of electronic systems and automated reports for the management and provision of regular and routine management information.
- Ensure high quality information presentation is maintained through sharing knowledge and skills with colleagues, sharing best practices and demonstrate own governance through development of work based procedures/ processes.
- Ensure all processes are appropriately documented and stored in the designated shared drive.
- Effectively manage a number of projects simultaneously and prioritise workload appropriately.
- Keep abreast of related developments as part of ongoing continuous professional development.
- Provide relevant and timely specialist advice and guidance on functional and information matters.
- Work with members of the team and key stakeholder to investigate the causes of any variance from plan/delivery targets and contribute to the implementation of solutions.
- Support the development of internal and external communications where required by regular contact with the teams, stakeholders and Communications team.
- Responsible for preparation of correspondence and complex papers, as directed by Manager.

Financial and Physical Resources

- The post holder will contribute to the management team which will be directly responsible for all budgets associated with the management of the function.
- Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of this responsibility.
- Constantly strive for value for money and greater efficiency in the use of these budgets and to ensure that they operate in recurrent financial balance year on year.

Staff Management

- To forge positive working relationships, in order to support an effective matrix approach to achieve Partnership objectives.
- To work in a matrix management style and to foster close working relations with other managers within the NHS, Birmingham City Council, and Birmingham Children's Trust.

Information Management

- Responsible for developing and implementing appropriate information sharing systems to:
 - Facilitate effective working practices for the end to end processes
 - Ensure accurate analysis of management information.
 - Assist in the implementation of information systems for collecting, evaluating and interpreting large volumes of intricate data on expenditure to inform the short, medium and long term strategies.
 - Participate in the operation and maintenance of information systems, advising of required adaptations to systems where necessary to suit changing information needs.
 - Assist processes and staff behaviours are in place for appropriate information sharing.

Research and Development

- Assists relevant groups are able to access best practice and current information from supply markets

- Ensures that benefits from research and development, and from innovation, are realised by stakeholder organisations

Planning and Organisation

- Assists in the implementation of business plan, clearly identifying links to national, regional and local priorities and policy objectives.
- Contributes to the development and implementation of general policy and service development.
- Assists in the implementation of strategies for improving performance
- Assists in the development and improvement of processes.
- Assists with process efficiency in the continuous development of the end-to-end cycle and its associated performance metrics.
 - Assists with short, medium and long term business plans, achieving quality outcomes.
 - Assists with linking people, resource and strategy to organisational strategy.

Policy and Service Development

- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to project management.
- The post holder will need to maintain a good knowledge of emerging policies from government departments for example Children's Services, Public Health policies. This will assist in the thinking and definition of the strategy discussions for the Partnership and stakeholders.

Autonomy

- Ability to work on own initiative and organise workload, allocating work as necessary.
- Ability to make decisions autonomously, when required, on difficult issues

5. Effort and Environment

All BI staff should be aware of the following:

- A working knowledge of Microsoft Office with intermediate keyboard skills is

required.

- This role covers a number of organisations in Birmingham and the post holder will be occasionally required to travel to meetings, there will be some physical effort required to carry portable Information Technology equipment and stationary between locations.
- The role requires high levels of concentration for prolonged periods of time and requires significant mental effort to deal with high level and complex issues in a fast paced environment which includes changing priorities.
- An ability to emotionally respond to varied situations with the ability to support the leadership of the Improvement Team and provide support to staff is required.
- The role is required to maintain professional levels of communication with all stakeholders at all times.
- The role is required to work in a flexible office environment, including the use of hot-desking facilities.

6. Supplementary Duties & Responsibilities

Mobility

Employees may be required to work at any of the other sites within the organisation subject to consultation. The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of your contract

Health and Safety

Employees have a legal responsibility not to endanger themselves, fellow employees and others by their individual acts or omissions. The post holder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

Data Protection and Confidentiality

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient, client and staff records.

Safeguarding Responsibilities

The organisation takes the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support the organisation in our duties by:

- Attending mandatory training on Safeguarding children and adults
- Making sure they are familiar with their and the organisation's requirements under relevant legislation
- Adhering to all relevant national and local policies, procedures, practice guidance (e.g. LSCB Child Protection Procedures and Practice Guidance) and professional codes
- Reporting any concerns to the appropriate authority.

Smoking and Health

The organisation has a no smoking policy throughout its premises, including buildings and grounds.

Equality and Diversity

The organisation is committed to promoting equal opportunities to achieve equity of

access, experience and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider, as an employer and as a commissioner.

Information Management and Technology (IM&T)

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

Flexible Working

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

Clinical Supervision

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development for a minimum of four sessions per year. Clinical Supervision will be monitored via an annual Performance and Development Review (PDR).

Reasonable Adjustments

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Person Specification

Post Title: Partnership BI Analyst

Team: BCP Improvement Team

Band: Agenda for Change 7
LA Band 5/6

Base: Birmingham City Council office

Criteria	Essential	Desirable	Stage Measured at: A – Application I – Interview T – Test P - Presentation
Education / Training / Qualifications	<p>Educated to degree level or equivalent level of experience of working at a similar level in specialist area – information / data analysis.</p> <p>Evidence of continuing professional development</p>	<p>Trained in the development and use of Microsoft SQL Server databases and reporting tools.</p> <p>Trained in the development and use of Tableau reporting systems or similar tool</p>	A

Experience	<p>Significant experience of working in data analysis roles</p> <p>Experience working on and reports using Microsoft SQL server.</p> <p>Experience of undertaking complex analysis of information from a range of sources</p> <p>An understanding of health and social care policy</p>	<p>Experience and understanding of evaluating and measuring the performance of children's services</p> <p>NHS or LA experience in commissioner or provider analytical capacity.</p>	A/I
Skills / Abilities	<p>Excellent data manipulation & interpretation skills using MS Excel</p> <p>Good analytical skills using MS SQL Server tools</p> <p>Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend appropriate course of action to address the issues</p> <p>Problem solving skills and ability to respond to sudden unexpected demands</p> <p>Attention to detail combined with the ability to extract key messages from complex analysis</p> <p>Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences</p> <p>Skills for communication on complex matters and difficult</p>	<p>Ability to take end user requests and provide the analysis and reports they required to a high level of accuracy and necessary detail.</p>	A/I/T/P

	<p>situations, requiring persuasion and influence</p> <p>Skills for nurturing key relationships and maintaining networks</p> <p>Problem solving skills and ability to respond to sudden unexpected demands.</p> <p>Demonstrate customer relationship and engagement skills.</p>		
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Knowledge	<p>A good working knowledge of NHS and or LA planning/ contracting / commissioning cycles</p> <p>Excellent knowledge of a range of data flows within the NHS, LA, Public sector</p> <p>Understanding of current legislation and issues of Information Governance and how it affects NHS LA and partnership working.</p> <p>Knowledge of statistical techniques and their application</p> <p>Knowledge of NHS LA, organisational structures</p>	<p>A good understanding of the health and social care environment and roles and responsibilities within it</p>	<p>A/I/T/P</p>
Interpersonal Skills	<p>Provide and receive highly complex, sensitive and contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to groups.</p> <p>Assist on difficult and very complex and detailed issues</p>	<p>Ability to negotiate on difficult and controversial issues including performance and change.</p>	<p>I/P</p>
Special Aptitudes	<p>Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales</p> <p>Excellent interpersonal skills</p> <p>Independent thinker with demonstrates good judgement, problem-solving and analytical skills</p>		<p>A/I</p>

	<p>An ability to maintain confidentiality and trust</p> <p>Used to working in a busy environment</p> <p>Adaptable, flexible and able to cope with uncertainty and change</p> <p>Professional, calm and efficient manner</p> <p>Effective organiser</p> <p>Demonstrates a strong desire to improve performance and change.</p> <p>Commitment to continuing professional development.</p> <p>Awareness of equality and valuing diversity principles.</p> <p>Understanding of Confidentiality and Data Protection Act</p>		
Mobility	Car driver / owner or reasonable alternative		A/I

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate