

# Job Description and Person Specification

Last updated: April 2024

## JOB DESCRIPTION

Post title:	<b>Data Analyst</b>		
Standard Occupation Code: (UKVI SOC CODE)	?		
School/Department:	NETSCC, School for Healthcare Enterprise and Innovation		
Faculty:	Medicine		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Business Intelligence Analyst or Monitoring Evaluation and Learning Manager		
Posts responsible for:	N/A		
Post base:	Office-based - hybrid working options available		

Job purpose
<p>Working closely with Insight and Evaluation Team colleagues, support team activities to extract, manipulate, validate and analyse data to generate insight. Working closely with Business Intelligence Analysts and Monitoring, Evaluation and Learning (MEL) Managers to provide analytical support to a range of analytical projects. The post holder will set up and maintain efficient data processes within agreed procedures, monitor and audit data quality. The post holder will manipulate, analyse and interpret data sets, and prepare reports that summarise findings from analysis. To support the gathering and assessment of stakeholder needs, and monitor stakeholder feedback and tracking team Key Performance Indicators.</p>

Key accountabilities/primary responsibilities	% Time
1. To support data extraction, manipulation, validation, and analysis to generate insight following the agreed procedure. Preparing draft reports that summarise findings from analysis of numerical and text-based data.	50 %
2. Support service desk enquiry management, liaising with colleagues, customers and stakeholders, enabling triage of routine requests for Insight and Evaluation Team services. Actively seeking and supporting a response to stakeholder feedback, in both cases contributing to achieving team-level Key Performance Indicators.	25 %
3. To provide guidance to service users, directing them to the most appropriate source of support, using judgement to suggest the most appropriate course of action, escalating where appropriate, through agreed service delivery tools (e.g. JIRA, ServiceNow).	10 %
4. To contribute to review and maintenance of procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed change.	5 %

Key accountabilities/primary responsibilities		% Time
5.	To collaborate, coordinate, reflect and learn with team members, colleagues, service users and stakeholders through in-person and online meetings and electronic communication to progress analytical projects through to delivery, escalating issues and risks as appropriate.	5 %
6.	Any other duties as allocated by the line manager following consultation with the post holder.	5 %

Internal and external relationships
<p>Beyond the Insight and Evaluation Team, the Data Analyst will have effective relationships with the following organisations or groups:</p> <ul style="list-style-type: none"> <li>• NETSCC colleagues, including NETSCC senior management team and the Chief Executive Officer and colleagues within the School of Healthcare Enterprise and Innovation.</li> <li>• The Science, Research and Evidence Directorate, Department of Health and Social Care (DHSC), including policy leads and senior civil servants.</li> <li>• National Institute for Health and Care Research (NIHR) Coordinating Centre and NIHR Research Delivery Network Coordinating Centre colleagues, including research management staff, members of the NIHR Business Intelligence Network, NIHR Impact and Evaluation Community, analysts, and senior managers.</li> <li>• Software and Business Intelligence tools suppliers and providers</li> <li>• Other UK and international funders.</li> </ul>

Special Requirements
<p>Post holder may be required to undertake planned travel within the UK to attend meetings, events or conferences.</p>

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.</p> <p>Able to use business-related management information systems in accordance with agreed policy and procedure and an awareness of activities in the broader work area.</p> <p>Able to accurately analyse and interpret quantitative and qualitative data, presenting summary information in a clear and concise format.</p> <p>Able to make effective use of standard office computer systems including word-processing and spreadsheets.</p> <p>Experience working in an administrative capacity in a customer focused environment.</p> <p>Demonstrate attention to detail and accuracy in working with complex data.</p> <p>Proficient in all aspects of Microsoft Office.</p> <p>Create reports by inputting and manipulating data using tools such as MS Excel.</p>	<p>Relevant degree (or equivalent qualification or experience).</p> <p>Knowledge or experience of health and social research, including evidence review. Experience of using tools to analyse data such as Tableau, Qlik, Power BI, and Nvivo.</p> <p>Experience of undertaking research projects, utilising both qualitative and quantitative methods and approaches.</p>	
Planning and organising	<p>Able to plan and prioritise a range of one's own, and the team's, standard and non-standard work activities.</p> <p>Able to successfully plan and deliver administrative projects over a period of several months.(e.g. to co-ordinate an event).</p> <p>Proven ability to work to deadlines, prioritise and multi-task.</p> <p>High attention to detail to quality assure datasets and work.</p>	<p>Able to work within established project management approaches (e.g. Agile, Prince 2) and tools (e.g. Jira, ServiceNow).</p>	
Problem solving and initiative	<p>Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.</p> <p>Confidence in identifying issues and implementing solutions, rectifying/escalating as appropriate.</p>	<p>Experience of analysing text-based data.</p>	
Management and teamwork	<p>Able to solicit ideas and opinions to help form specific work plans.</p> <p>Able to positively influence the way a team works together.</p> <p>Able to ensure all team members are clear about changing work priorities,</p>	<p>Successful supervisory experience.</p>	

	<p>work allocation and service expectations.</p> <p>Able to work independently with supervision to analyse current processes and develop monitoring systems.</p>		
Communicating and influencing	<p>Able to elicit information to identify specific customer needs.</p> <p>Able to offer proactive advice and guidance.</p> <p>Able to deal with sensitive information in a confidential manner.</p>	Experience of presenting data analysis to non-technical audiences	
Other skills and behaviours	<p>Pro-active approach to work, taking the initiative to see own and/or the team's work through to completion.</p> <p>Creative ability to take a basic business requirement and develop effective and timely solutions.</p>		
Special requirements	Flexible approach to working.		

## JOB HAZARD ANALYSIS

### Is this an office-based post?

<input type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			