

Job Description

Job title	Operational Information Analyst	Job family	Operational Information Team
Reporting to	Director of Operational Information	Job code	OIA
Location	Remote	Evaluation Date	March 2022

Job Purpose

The Operational Information Analyst is responsible for the maintenance of systems to support the information requirements of the Priory's Adult Care and Healthcare divisions and for ensuring that reporting processes are timely, effective and transparent. This will include working with corporate and divisional colleagues to analyse, validate, and then present data in a format that clearly identifies performance against targets.

Responsibilities

- Liaison with divisional and site based colleagues to support the timely submission of robust data for both routine and ad hoc data collections.
- Collation, validation and analysis of information submitted and collated from existing electronic systems and databases, which can include formulation into reports.
- Support the tracking of narrative behind poorly performing Quality Performance Indicators.
- To support the development of systems to store quality assurance information/data.
- To provide monthly and quarterly performance analysis and interpretation as requested by the Director of Operational Information and work to strict deadlines producing data that is presentable and ensuring accuracy of data/information.
- Analysis of divisional themes in order to inform strategic improvement plans.
- To support the Director of Operational Information in the development and maintenance of information analysis systems.
- To develop where necessary set divisional scorecards, analysis reports on QPIs and outcomes as required.
- Make accurate submissions to external bodies, as required.
- To take the analytical lead on specialised areas/projects, as agreed with the Director of Operational Information.

Knowledge / Education / Skills

A good understanding of Microsoft Office products, particularly Microsoft Excel. Adaptable and able to manage competing demands. Good verbal and written communication skills. Understanding of health and social care data systems and problem solving.

Experience

- At least one year of experience working in an informational environment.
- Understanding of how to manage and validate information/data.
- Ability to take corporate minutes is desirable.

Communication

Provide and receive complex, sensitive or contentious information - where persuasive, motivational, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding. Effective telephone manner with the ability to think quickly.

Responsibility

Leadership

- To forge positive working relationships, particularly with key staff in central and divisional teams, in order to fulfil data/information requirements.
- Work alongside divisional and central colleagues to provide advice and guidance in relation to data submissions.
- Must be self-motivated, have a positive "can do" attitude and be outcome focussed.

Budgets & Equipment

- Observe personal duty of care in relation to equipment and resources used in the course of work.

Information

- Responsibility for the confidentiality, security and accuracy of divisional data and information, which can include patient identifiable information.

Working Environment

Remote working is available for this position. Need to travel to occasional meetings, as required.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to the people we serve and their families. • Actively seeks to develop the potential of every person we serve and all staff members.
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times. • Demonstrates loyalty to colleagues, manager and team.
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers. • Demonstrates emotional control. • Ensures accurate recording of any transactions and interactions on all company documentation. • Challenges poor performance and behaviours.
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times. • Strives for positive outcomes, especially when times are challenging.
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first. • Shares and encourages innovation. • Keeps on top of new developments in the sector.