



St Joseph's Hospice, Hackney

Job description

Job title: Business Analyst

Post Specific: 18 month fixed term contract.

Responsible to: Head of ICT

Responsible for: The Business Analyst is responsible for leading the analysis, design, and implementation of business solutions, specifically for the migration of clinical systems from our legacy platform to modern cloud-based solution. This role entails working closely with stakeholders from various clinical departments, IT teams, vendors, and external partners to ensure the successful delivery of the migration project.

Basic function

The post holder is responsible for all aspects of the analysis of our existing systems, by collating the requirements from across the organisation and wider stakeholder group to produce the core specification to be presented to vendors alongside our procurement team.

Following the vendor shortlisting process, this role holder will work alongside the internal project team to develop a proof of concept and presentation to all stakeholders. The role holder will then analyse the output from the proof of concept and build the final business case to be present to Senior Management Team and Board of Trustees for final approval.

Organisational context

St Joseph's Hospice was founded in 1905 by the Religious Sisters of Charity who retain an interest in the oversight of the Hospice. The Hospice is working to achieve Vision 2024, which has five key strands: patients, enterprise, estates, funding and fundraising, and human resources. The Hospice seeks to be an outstanding provider of palliative and end of life care. Each employee is critical to delivering and maintain those standards in accordance with the Hospice's core values.

Discretion to act

The post holder is expected to work with a high degree of autonomy, with the ability to make all day-to-day decisions regarding delivery of the tasks, consulting with the Head of ICT as required.

Scale and impact

The post holder has no direct reports, but is expected to work collaboratively with stakeholders at all levels throughout the Hospice. These stakeholders include all members of the organisation who currently use the current clinical system, our Data and Information team, our Senior Management Team and or Board of Trustees. There will be a requirement to review reporting requirements from our funders to ensure that their required data is captured.

Key areas of responsibility

1. Service development

- 1.1 Conduct business analysis and requirements induction for the migration of clinical systems from legacy platforms to modern cloud-based platforms.
- 1.2 Develop business cases, project plans, and risk assessments for the migration project.
- 1.3 Facilitate workshops, interviews, and surveys with stakeholders from various clinical departments, IT teams, vendors, and external partners to elicit and validate business needs, expectations, and objectives.
- 1.4 Translate business requirements into functional and non-functional specifications, user stories, and acceptance criteria.
- 1.5 Collaborate with the other stakeholders to ensure the alignment of the business and technical solutions.
- 1.7 Perform gap analysis, impact analysis, and feasibility analysis for the migration project.
- 1.7 Manage and prioritise the backlog of user stories and change requests for the migration project.
- 1.8 Review and validate the design, development, testing, and deployment of the migrated systems.
- 1.8 Monitor and evaluate the performance, usability, and benefits of the migrated systems.
- 1.9 Prepare and maintain project documentation, reports, and presentations for the migration project.

2. Management of information systems, checking data and reporting

- 1.10 Act as super user for our clinical data systems.
- 1.11 Support the Hospice audit programme by ensuring information systems hold key information through training as needed
- 1.12 Develop clinical information systems to meet the Hospice's needs as we potentially transition towards the Palliative Care Funding System for NHS commissioning

3. Business Continuity/Disaster Recovery procedures

- 3.1 Ensure all systems within the remit of this role, are designed and implemented to meet the organisational requirements for Business Continuity and Disaster Recovery.

4. Risk Assessment procedures

- 4.1 Be responsible for ensuring information systems and information governance related risk assessment procedures are in place and adhered to by staff and external contractors, with Head of ICT support, following our internal risk assessment processes
- 4.2 Ensure procedures and working practices are audited at regular intervals to ensure compliance is achieved
- 4.3 Contribute to information risk analysis documentation with the Head of ICT

5. Communication and Stakeholder Management

- 5.1 Develop an open, proactive supportive culture that facilitates effective organisational communication to ensure stakeholder requirements are captured and documented.
- 5.2 Communicate the value of a new clinical Information Systems to stakeholders.
- 5.3 Be responsible for the quality of the work produced and develop standards and procedures for the production and dissemination of clinical and related information in collaboration with the Senior Management Team.
- 5.4 Ensure an effective feedback process is implemented, document and communicated to all stakeholders.

6. Project Implementation

- 6.1 Following the successfully procurement of the new clinical information system, the role holder will be responsible in ensuring a robust plan for communication, migration, training, go-live and support are documented and communicated to all stakeholders

7. Strategic planning and development

- 7.1 Ensure that relevant aspects of the strategic plan for the Hospice are integrated into the annual plan for the ICT / Information department

8. Personal development

- 8.1 Identify your own learning and development needs in order to meet the key requirements of the post.
- 8.2 Take responsibility for linking your own development needs with the Hospice appraisal and objective setting process.
- 8.3 Take responsibility for your own continuing development by undertaking specific areas of work/projects to develop new skills.
- 8.4 Take responsibility for your own professional development, including keeping up-to-date with relevant professional and other developments in HR at local and national levels
- 8.5 Engage in supervision to support your personal and professional development.

9. Equality, diversity and inclusion

- 9.1 Comply with and promote St Joseph's Hospice Equal Opportunity Policy and avoid any behaviour, which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, creed, class, gender, sexual orientation.

10. Mission & core values

- 9.1 All Hospice staff are expected to work in line with St Joseph's Mission & Core Values as these precepts act as a value base which directly influence how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and

attitudes of all employees as the work they undertake, whether it is direct or indirect, care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews. (Full details attached).

11. Environment and sustainability

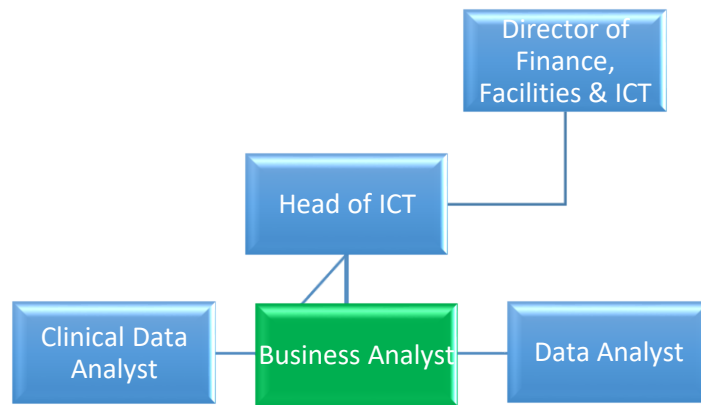
- 11.1 Comply with and promote the Hospice's environmental policies, which stem from our core values. Promote environmentally sustainable practice and development and avoid any behaviour, which undermines environmentally sustainable practice and development throughout the Hospice services and departments.

12. Health, safety and welfare

- 12.1 Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work Act, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work area.

St Joseph's Hospice operates a no smoking policy.

Organisational chart



ST JOSEPH'S HOSPICE
PERSON SPECIFICATION –Data Analyst

CRITERIA	ESSENTIAL	DESIRABLE	HOW TESTED
QUALIFICATIONS AND KNOWLEDGE			
Q1. Degree educated, preferably in an Information or IT related subject	✓		Application Form/ Interview
Q2. Advanced skills in Excel to provide support reporting and business cases	✓		Application Form/ Interview
Q3. Formal project management qualification		✓	Application Form/ Interview
TRAINING AND EXPERIENCE			
E1. Proven experience in a Business Analyst position	✓		Application Form/ Interview
E2. Experience of working on system migrations which are core to an organisations operations and impacts 200+ system users	✓		Application Form/ Interview
E3. Experience of working on clinical system migrations		✓	Application Form/ Interview
E4. Experience developing evaluated training programmes sufficient to show delegates have been introduced to new ideas or modals of best practice	✓		Application Form/ Interview
E5. Experience in writing reports based on analysed and extracted data	✓		Application Form/ Interview
E6. Understanding data security in relation to the governance of information	✓		Application Form/ Interview
E7. Knowledge of risk management processes and protocols	✓		Application Form/ Interview
E8. Experience of working in a healthcare setting		✓	Application Form/ Interview
E9. Be able to produce teaching presentations, using a verity of	✓		Application Form/ Interview

software packages that engage and inspire the audience			
COMMUNICATION AND STAKEHOLDER MANAGEMENT			
C1. Ability to communicate effectively verbally, in writing and in person with stakeholders at all levels	✓		Application Form/ Interview
C2. Ability to clearly present data in an accurate, easy to understand and aesthetically pleasing format	✓		Application Form/ Interview
C3. Influencing skills sufficient to facilitate a change in practice / behaviour	✓		Application Form/ Interview
C4. Motivational skills sufficient to inspire close collegiate working and implementation of best practice	✓		Application Form/ Interview
C5. Be able to present complex sensitive information to large groups in written and verbal formats, including the ability to present information in creative ways.	✓		Application Form/ Interview
PLANNING AND ORGANISATIONAL SKILLS			
P1. Ability to effectively plan time, meet tight deadlines and work in a flexible manner	✓		Interview
P2. Must be able to work on own initiative	✓		Interview
OTHER			
O1. Willing and able to conduct oneself in accordance with the Values and Behaviours Framework of St. Joseph's Hospice	✓		
O2. Must feel comfortable working in a Hospice environment	✓		Interview

Definitions

Qualification, knowledge, training and experience

These sections requires a summary of all the forms of knowledge required to fulfil the job responsibilities satisfactorily. This includes theoretical and practical knowledge; professional, specialist or technical knowledge; and knowledge of the policies, practices and procedures associated with the job. It takes account of the educational level normally expected as well as the equivalent level of knowledge gained without undertaking a formal course of study; and the practical experience required to fulfil the job responsibilities satisfactorily.

Communication and people skills

This section requires a summary of the skills required to communicate, establish and maintain relationships and gain the cooperation of others. It takes account of the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. It also takes account of difficulties involved in exercising these skills.

Planning and organising

This section requires a summary of the planning and organisational skills required to fulfil the job responsibilities satisfactorily. It takes account of the skills required for activities such as planning or organising clinical or non-clinical services, departments, rotas, meetings, conferences and for strategic planning. It also takes account of the complexity and degree of uncertainty involved in these activities.

Other

This section requires a summary of any skills that are unique to the Hospice.