

Job Description

Job Title	Systems and Data Analyst
Department	IT Services
Hours	37.5 hours per week
Responsible to	Systems and Data Manager
Responsible for	N/A

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ✓ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ✓ Take pride in being a great place to work and thrive
- ✓ Deliver bespoke specialist care that supports dignity and choice
- ✓ Use our expertise to educate and influence the delivery of excellence in end-of-life care

Main Purpose & Scope

The Systems Analyst supports the systems in use at Prospect Hospice, enables process change as needed, and provides reports and analysis for internal and external use.



The Systems Analyst will ensure that teams work effectively with the various systems in use at the hospice and have the right information to support their work. This role requires an understanding of hospice operational activities and, ideally, previous experience of our electronic patient record management system (SystemOne) and / or our fundraising system (Raiser's Edge).

The Systems Analyst will also work on new projects and initiatives to support information and data flow across the hospice. This may require configuration of the systems to meet new procedures or policies, development of reports and views and management of users within the system.

Key Accountabilities and areas of responsibility

- Support the use of SystemOne, Raiser's Edge and other IT systems used within the hospice. This will include general system administration i.e. configuration, data management, creating user accounts, supporting system upgrades and go lives for new services, assisting users with queries and provide problem solving and troubleshooting of IT system issues.
- Produce standard monthly, quarterly and annual reports and provide analysis for both internal and external stakeholders. Ensure that reports and analysis are accurate and timely and that they support Prospect Hospice in both delivery of safe and effective clinical services to patients and management of the organisation.
- Monitor Data Quality and provide advice and guidance to improve data quality and to meet Information Governance requirements.
- Promote and champion the use of technology to enhance services across Prospect Hospice. This will include giving advice and guidance on effective use of IT systems.
- Manage the implementation, development and business as usual of the clinical systems and other IT systems as required.
- Support Patient Services and other teams to improve and enhance existing systems when needed for process change. Responsible for analysing user requirements and translating these requirements into solutions by modifying, developing and implementing enhancements to the system.
- Support the Clinical Administrative Team staff so they can provide basic training on clinical systems to other staff and make day to day system updates and configuration changes.
- Support the Fundraising Team staff in the use of the Raisers Edge system including data import and export and management of system configuration.
- To support good data protection and GDPR compliance across Prospect Hospice and to support the Data Protection Officer and Caldicott Guardian within Prospect Hospice.

Key Contacts

- Directors /Heads of corporate functions and senior managers across the organisation



- Clinical and non-clinical teams (users) of our patient management systems and fundraising software.
- Suppliers / agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the post.

Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end-of-life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice.

Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	GCSE grades A-C or higher in English and Maths.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Good working knowledge of Microsoft Office and Outlook.	E
	Experience in the use and management of IT systems.	E
	Experience in collecting data / reporting for key performance indicators and dashboard reports.	E
	Experience of Excel spreadsheets, especially graphs, pivot tables, writing calculations and formulae.	E
	Experience of working on projects including development of new processes and ways of working.	E
	Experience in administering other computer systems or applications.	D
	Knowledge of configuring data entry templates, care plans, reports, views and visualisations for TPP SystemOne.	D
	Knowledge of configuring tables, reports and views within Raiser's Edge.	D
	Experience working within a health care setting, including experience of dealing with clinical teams.	D
	A good understanding of the scope and nature of Prospect Hospice.	D
	Experience in leading projects.	D
	Experience of using Microsoft Business Intelligence (Power BI).	D
Experience of training others on systems and processes.	D	

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	A good level of accuracy and attention to detail.	E
	Able to prioritise, plan and organise own work to agreed deadlines.	E
	Good interpersonal skills.	E
	Good team working skills, including willingness to provide help and support to others.	E

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Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity	E
	Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same	E
	To be authentic, open honest and transparent	E

Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description does not form part of your Contract of Employment

