

## Business Intelligence Manager

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| <b>Role title</b>           | Business Intelligence Manager  |
| <b>Location(s)</b>          | The post holder will have an office base at Osprey Court in South Bristol but will be required to work across the Bristol, North Somerset and South Gloucestershire.   |
| <b>Terms and conditions</b> | The post holder will be employed by One Care (BNSSG) C.I.C   |
| <b>Salary</b>               | Pay band G £38,331 - £50,310 depending on experience   |
| <b>Contract</b>             | Permanent<br>37.5 hours full time (part time/flexible working options considered)  |
| <b>Background</b>           | <p>One Care is the GP federation that represents and supports practices in Bristol, North Somerset and South Gloucestershire (BNSSG). Established in 2014, we have 77 member practices and 19 Primary Care Networks (PCNs) across the area who provide healthcare for around 1 million patients. Our vision is to enable general practice to survive and thrive. We are a Community Interest Company, focused on delivering benefit for our practices.</p> <p>We offer direct support to practices with many different aspects of running their day-to-day businesses through our Practice Support Team. We also support practices to work at scale at PCN, locality and BNSSG-level, holding contracts on their behalf as required and offering relevant expertise in areas such as digital, analytics and communications. We work closely with our practices to amplify their voices in discussions and decisions about the delivery of healthcare in our area.</p> <p>PCNs have a key role in the integration of health and social care services and delivering improved care for patients, as set out in the NHS Long Term Plan. To develop and strengthen their network, PCN clinical leaders and managers are increasingly being asked to think more strategically and work in ways that require different skills sets.</p> <p>Alongside ensuring the effective management and delivery of contracts and services at scale, clinical leaders and managers must ensure their services and workforce reflect the needs of their population, reduce health inequalities and are aligned with wider national and local priorities.</p> |

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| <b>Job profile</b>    | <p>The post-holder will provide intelligence services to PCNs and their practices. Using a range of analytical techniques and research methods, the post-holder will monitor and evaluate the delivery of services and assess population health needs to support strategic decision making.</p> <p>The post-holder will be part of the One Care Business Intelligence team and work closely with PCN clinical leaders and managers, and system partners.</p> <p>The role will help develop the analytic capability in General Practice and form part of an integrated intelligence function. The post-holder will demonstrate effective team working, good communications and engagement skills.</p>  |
| <b>Responsible to</b> | Head of Business Intelligence   |
| <b>Accountable to</b> | Chief Operating Officer   |
| <b>Key Objectives</b> | <ul style="list-style-type: none"> <li>• To provide management support, training and development to the BI team</li> <li>• To assess and improve data quality assurance processes that support analytics and digital workstreams.</li> <li>• Identifying, utilising and interpreting existing relevant local and national data sets and reports.</li> <li>• To design and implement automated tools using coding languages such as SQL and R for use in data processing, auditing, and ad hoc reporting requirements</li> <li>• Provide relevant and timely specialist advice and guidance to clinicians and managers</li> <li>• Assess the needs of the local population to identify cohorts that would benefit from targeted, proactive support</li> <li>• Support PCNs to effectively develop and strengthen their network and ensure their offer matches local patient need</li> <li>• Ensure best practice in terms of intelligence provision, working closely with Business Intelligence team and members of the wider NHS intelligence community</li> <li>• Liaise with and support PCN practices to ensure the effective management and delivery of contracts and services undertaken by PCN</li> <li>• To collate and present data for specific projects alongside the interpretation and analysis.</li> <li>• Explore and visualise data to present in an intelligent and meaningful way to both technical and non-technical audiences</li> </ul> |

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|                               | <ul style="list-style-type: none"> <li>• Co-create tools, information and methods of working together with PCN and ICS representatives</li> <li>• Ensure data security implementation both internally and externally for both data publication and direct database access.</li> <li>• To identify gaps in data provision and reporting mechanisms and conduct work to address them.</li> <li>• To identify gaps in BI team knowledge and provide materials and sessions to facilitate learning.</li> <li>• Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.</li> <li>• Support and facilitate stakeholder events and workshops</li> <li>• Undertaking continuing personal and professional development to meet the changing demands of the job</li> </ul>  |
| <p><b>General duties:</b></p> | <ul style="list-style-type: none"> <li>• To actively promote and live the One Care values on a day-to-day basis: <ul style="list-style-type: none"> <li>○ We demonstrate <b>resilience</b> through change</li> <li>○ We relentlessly pursue <b>excellence</b></li> <li>○ We dare to have <b>ambition</b></li> <li>○ We treat everyone with <b>compassion</b></li> <li>○ We inspire <b>trust</b> and trust others</li> </ul> </li> <li>• One Care has also adopted the <b><u>Nolan principles</u></b> of public life and all staff should demonstrate personally and develop a culture that is characterised by selflessness, integrity, objectivity, accountability, openness and honesty.</li> <li>• Communicate and provides complex information to a wide range of internal and external stakeholders. (Verbal, written and numerical)</li> <li>• Maintain highest standards of honesty, integrity, consistent attendance, punctuality, personal appearance and treat everyone as you would wish to be treated.</li> <li>• To attend all statutory and mandatory training courses specific to this role and to adhere to relevant health and safety procedures</li> <li>• To be available for staff meetings, team meetings and meetings with managers</li> <li>• To have a good understanding of and follow company policies and procedures</li> <li>• Establish and maintain effective working relationships with co-workers and with all stakeholders including members of the general public.</li> <li>• To summarise information to support staff performance and development reviews with line managers</li> </ul> |

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|                                   | <ul style="list-style-type: none"> <li>• To meet regularly with the line manager to discuss objectives, delivery and manage any issues as well as attend performance and development reviews</li> <li>• Be an excellent ambassador for the organisation in all external dealing</li> <li>• To carry out other appropriate delegated duties as required</li> </ul> |
| <b>Key working relationships:</b> | <p>Internal</p> <ul style="list-style-type: none"> <li>• Senior digital consultants</li> <li>• Practice Support Team</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Population Health Management Programme team</li> <li>• BNSSG Population Health Management Academy</li> </ul>   |

**Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager

**Confidentiality**

- Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients, business organisations and their staff. The work is of a confidential nature and information gained must not be communicated to other 4 | P a g e persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practices as business organisations. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practices, GP Care or BrisDoc may only be divulged to authorised persons in accordance with programme procedures relating to confidentiality and the protection of personal and sensitive data

## **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with organisational procedures and policies, and current legislation  
Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

## **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

## **Environment**

The postholder needs to be aware of the programme's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

## **Smoking**

Smoking will not be tolerated inside any One Care building or vehicle.

## **Rehabilitation of Offenders Act**

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.



## PERSON SPECIFICATION

| QUALIFICATIONS  |             |                            |
|---|-------------|----------------------------|
| Criteria  | Requirement | Measurement/Testing Method |
| Evidence of academic achievement that demonstrates excellent literacy and numeracy capability | Essential   | Application and Interview  |
| Educated to degree-level standard   | Essential   | Application and Interview  |
| NHS Background in patient data  | Essential   | Application and Interview  |
| Knowledge of information governance requirements  | Essential   | Application and Interview  |

| KNOWLEDGE, EXPERIENCE AND SKILL   |             |                            |
|---|-------------|----------------------------|
| Criteria  | Requirement | Measurement/Testing Method |
| Experienced user of Tableau   | Essential   | Application and Interview  |
| Microsoft SQL coding experience   | Essential   | Application and Interview  |
| Experience using EMIS   | Desirable   | Application and Interview  |
| Evidence of an understanding Primary Care/NHS IM&T solutions and architecture   | Desirable   | Application and Interview  |
| Ability to communicate effectively to both technical and non-technical audiences  | Essential   | Application and Interview  |
| Proficient user of Microsoft office products including Word (PowerPoint and Excel (ability to use spreadsheets, create forms, organise data)  | Essential   | Application and Interview  |
| Knowledge of statistical methodologies and techniques   | Desirable   | Application and Interview  |
| Experience of multi-disciplinary collaborative team working   | Desirable   | Application and Interview  |
| Knowledge of Data Protection and Information Governance Regulations   | Desirable   | Application and Interview  |
| Delivery focused with innovative approach, the ability to solve problems and implement action plans.  | Desirable   | Application and Interview  |
| Excellent verbal and written communicators, tactful diplomats, problem solvers, thinkers and analysts - with the ability to engage with stakeholders to understand and respond to their needs | Desirable   | Application and Interview  |

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| Ability to work under pressure and plan/prioritise workload              | Essential | Application and Interview |
| Experience in the design, development and implementation of NHS projects | Essential | Application and Interview |

**PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES**

| <b>Criteria</b>   | <b>Requirements</b> | <b>Measurement/Testing Method</b> |
|---|---------------------|-----------------------------------|
| Motivated by the provision of high-quality patient care   | Essential           | Interview                         |
| Ability to work independently and as part of a team   | Essential           | Interview                         |
| Motivated by a drive for improvement at all times   | Essential           | Interview                         |
| Positive attitude towards innovation and change. Adaptable and able to respond to a changing situation. | Essential           | Interview                         |
| A strong sense of self awareness and how personal style affects the way colleagues react                | Essential           | Interview                         |
| Able to manage detailed plans and retain large volume of diverse information.                           | Essential           | Interview                         |

Signed on behalf of One Care:-.....

.....  
Printed Name

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Date

Signed by employee:

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Signature

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Printed Name

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Date