



# Data Analytics and Digital Support Officer

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## Summary of Role

The Data Analytics and Digital Support Officer is a new role within Accelerate that sits within the Business Team. The role will be responsible to the Digital Solutions & Compliance Manager and will also work closely with the Commercial Director. The primary focus of the role will be to take responsibility for the collection, analysis, interpretation of data resulting in efficient preparation of performance and other business critical reporting functions.

The role will support all areas of the organisation to produce reports for dissemination to various stakeholders that are accurate, focused and will support evidence and data-based decision making.

A keen eye for detail, with experience in developing digital reports for multiple stakeholders and proficiency in a range of reporting and analytical software. This role demands understanding of data protection legislation and expertise in Microsoft Office programmes. The post-holder must have an ability to work to tight deadlines.

**Title:** Data Analytics and Digital Support Officer

**Salary:** £31,000 - £37,000

**Accountable and responsible to:** Digital Solutions & Compliance Manager

**Hours:** Full-time (37.5 hours per week) or Part-time (30 hours per week)

**Contract Type:** 1 year fixed-term contract (covering maternity leave)

**Location:** Centenary Wing, St. Joseph's Hospice with hybrid working, subject to business need.

## The essential outcomes and responsibilities of the role are:

- Ensuring that the reporting requirements under the contractual arrangements of the organisation are implemented across the organisation and that the organisation is able to deliver accurate reports against the contracts.
- Development of new processes and reports to support business development activities. In practical terms this means producing reports to support data driven business decisions.
- Work alongside the Digital and Compliance Lead to ensure that Digital First initiatives are implemented across the organisation. In practice, this means supporting automation of processes to improve organisational effectiveness and efficiency.
- The above is not an exhaustive list and the postholder will be expected to show flexibility in taking on other ad hoc tasks as requested.



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## Day to day expectations:-

- Reports required for contract management are produced to strict timelines so that Accelerate is compliant with its contractual obligations.
- The postholder fully supports the automation process and actively works across the organisation to embed the same in working practice.
- Reports are produced promptly to support the organisation to develop new business activities that are based on sound data and evidence.
- That the postholder works at least 60% of their contracted hours at Accelerate's premises and is flexible with their working arrangements around the needs of the business.

## Uphold the Vision and Values of the Company

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

## Communication and Relationships

Effective communication holds the key to good results and the building of trust across the business. Collaborative working is essential. As such you will need to:

- Give due consideration to how you communicate with others ensuring that clear understanding is your goal at all times whatever medium of communication you may be using.
- Build and maintain strong working relationships that partner key stakeholders to achieve mutually agreed goal.
- Maintain confidentiality in regard to team members and clients regarding their privacy and dignity; thus you will need to be sensitive to the individual needs of clients and at all times promote principles of diversity, equity, and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values and beliefs of individuals.

Standards to be demonstrated will include:

- Maintaining patient confidentiality at all times
- Displaying professional behaviour at all times
- Respect for others
- Being a team player through collaboration
- Excellent verbal and written communication skills including robust and accurate documentation

## Data Collection, Research and Audit

Data collection and audit is an important component of Accelerates work. All members have collection of data and audits within their workplans. This is based on the belief that an understanding of the patient population will be a key asset to all business and clinical areas. As part of this there is an expectation that you will promote the governance of all aspects within audit and data collection.



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## Governance and Responsibility For Resources

Each member of staff of Accelerate CIC has a personal accountability and responsibility to ensure patient safety at all times, to ensure that care is given in line with plans and direction, to report incidents, accidents and any adverse events involving clients and to deal with any emergencies appropriately.

Good governance results in satisfied clients and a safe working environment. In line with good governance, you will be expected to record patient information accurately on AIMS and ensure that company guidelines are followed at all times. This includes maintaining the security of patient identifiable data.

You will need to

- Be familiar with and follow Accelerates policies and procedures
- Report any incident using the correct process
- Maintain patient safety at all times

## Personal Responsibility Within Development, Health and Safety

You are expected to take ownership for your personal developmental learning needs and for your performance. In line with revalidation this includes keeping a record of your personal development plans and activities and playing a proactive role in your objective setting and appraisal process incorporating reflection.

You should be familiar both with legal issues pertinent to your role and with the changing structures of health care provision that may impact on the position of the company. It is also your responsibility and duty to observe standards of health safety and security which includes adopting appropriate infection control procedures, ensuring work areas are clean safe and free from hazards and reporting any potential risks.

## Information Governance

Accelerate CIC adheres to the principles of information governance and data protection. All employees must abide by the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act of 2018. Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC's day to day responsibility and it is expected that all employees will observe and comply with these legal requirements.

## Duty of Candour

Accelerate fully endorses the principles of being open and embraces the Duty of Candour. We are committed to an open and fair culture and the overall approach expected within the organisation is one of help and support rather than blame and recrimination. All staff are expected to follow this approach.



Accelerate

## **Data Analytics and Digital Support Officer**

### **Equality, Diversity and Inclusion**

Accelerate is committed to creating and sustaining a positive working environment for our team and for our patients. Our aim is to ensure that all our members are equally valued and that our membership is representative of our society. We believe we all stand to benefit from this diversity of thought, experience, and identity; the actions taken to be an inclusive employer will ensure that our community is well served and that Accelerate is a safe place in which to work and grow. We are clear that we do not tolerate any unacceptable behaviour, discrimination or bullying within the membership or from users of the service. Each of us has our personal responsibility for implementing equality so that all are treated with dignity and respect.

### **Adult and Child Protection**

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues. Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

**This job description will be subject to periodic review**