

Job Description

Job title: Data and Performance Analyst

Location: Huntingdon

Hours: 37 hours per week

Salary: £22,128 - 28,746 (points 16-23)

Service : FPM Head Office

Reports to: FPM Business Development Director

Job Purpose: To support the production, analysis and presentation of performance information for contract reporting across the Company. To become a super user of the IAPTus case management system and to support the Company as it works with Local Authority case management systems being used by staff embedded with Social Care Teams. To create and standardise reporting and data extraction tools for accurate reporting of data sets.

Duties and responsibilities

Data management

1. Create, extract and manipulate data sets to be used for reporting of case specific metrics into tabular formats. To devise reports which demonstrate frequency, time interval and trend data including sub sets and varied demographics
2. Design, code and test new reports and changes to existing reports to ensure that applications and reports meet with requirements of the operational teams, KPI reporting and strategic management reporting.
3. Produce regular reports in standard format for external (boards, commissioners and Local Authorities) and internal (board and business meetings) use.
4. Use Excel, pivot tables, graphs and descriptive accounts to explain and present data
5. Adhere to expected standards for client confidentiality and anonymisation.
6. Collaborate with Supervisors, Therapists, Administrators and Directors to produce reports and manage data flows

Case management systems

1. Be the FPM IAPTUS lead super-user and be the initial point of contact for any case management queries.
2. Train and coach others in the use of the IAPTus case management system and advise of FPM best practice
3. Develop best practice policies and procedures for the FPM IAPTus to ensure the system is used in a concise and consistent way across all teams.
4. Develop reporting protocols with Local Authority IT colleagues for the output and management of data for performance reporting between and across case management systems
5. Establish and refine processes for data cleaning and quality assurance of data reporting working in collaboration with Supervisors and Therapists
6. Provide advice on efficient use of systems for streamlined and optimal operational practices
7. Monitor and act upon support calls in collaboration with the IAPTus supplier.
8. Liaise with users and IT colleagues to ensure calls are resolved in a timely and efficient manner.
9. Manage project work as required, e.g. planned upgrades, implementation of new functionality etc.

Clinical Audit

1. To assist in clinical audit of the FPM cases to provide in depth evidence of the effectiveness of the interventions provided by FPM
2. Assist in providing accurate statistical information on the audit data collected

Business Administration

1. To contribute and participate in the general business administration of the business as required and in covering for the absence of others, including phone answering, general administration and support of the business functions

Information Governance

1. Be the FPM central point of contact for any data protection queries.
2. Assist with the formulation of FPM Data Protection policies and procedures
3. Assist with the audit and reporting of any data protection and information governance activities.

Service Support

1. To support different teams and services across the FPM portfolio including travelling to support staff teams in locations outside of Huntingdon, currently London, Suffolk and Norfolk with any IAPTus and reporting.

Person specification

Essential Qualifications

A Bachelors degree or a NVQ level 5 or equivalent in a relevant discipline

Desirable Qualifications

A level Maths, Further Maths or Statistics

Essential Criteria

- A belief in the role of data to help solve social problems and to improve performance
- A high level of mathematical ability with experience of computer driven statistical analysis
- Strong ability to analyse and interpret data for use in performance management of services
- Good problem-solving skills and an ability to achieve effective solutions to data and statistical problems
- A methodical and logical approach to work
- The ability to plan own work and to meet deadlines for boards and performance meetings
- Accuracy and attention to detail in performance reporting
- Interpersonal skills and ability to develop good relationships across the spread of services
- Team working skills
- Clear and effective written and verbal communication skills
- Adaptable and comfortable working in a fast-paced environment
- Able to present complex data in various different ways to senior leadership meetings
- Ability to use reporting tools from different data bases

Desirable

- Programming languages, such as SQL
- Experience of working in a Local Authority or NHS context