

Job Description: Care Data Analyst/Administrator

Reports to: Director of Care & Deputy CEO

Job Summary

We are looking for a self motivated person to join our Care Team on a full time or part time (at least 30 hours), permanent basis, based in our hospice near Winchester. Your main responsibilities will be to provide support for our Care systems – namely Sentinel Vantage and the Care Database, and to design and run reports from these systems as required. You will also be capable of adapting to the changing requirements of the service.

Key Responsibilities

1. Be the first point of contact for the Care Team for Vantage, the Care Database and NHS email.
2. Ensuring data remains consistent across the Care systems – creating standard operating procedures as required.
3. Take on and manage internal projects and tasks, to maximise the functionality of the Care systems.
4. Liaise with external database providers, including attending and contributing to external user groups.
5. Work in partnership with our internal IT department, ensuring any system changes/updates are communicated to colleagues appropriately.
6. Provide training to system users, which will involve travel to our shops (this may also include hospice service users).

Skills & Experience Requirements

- Must be self motivated and driven, with a positive can-do attitude.
- Able to work independently and as part of a team.
- Problem solving skills.
- Experience in data collation, manipulation, and analysis.
- Experience of creating and presenting management reports.
- Team focused, with a desire to mitigate and solve queries.
- Excellent written and verbal communication.
- Effective time management and prioritising skills.
- Excellent knowledge of Excel.
- Excellent interpersonal skills, ability to build rapport with colleagues at all levels.
- Project management experience (preferable).

This job description does not attempt to describe all of the tasks and responsibilities of the post; rather it illustrates with examples the main roles of the post holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and the Director of Care.

Person specification

Requirement	Essential	Desirable	Assessed by
Assessed by: A = Application I = Interview R = References			
Criteria 1: Qualifications			
GCSE Pass in English and Maths.	X		A
Bachelor's Degree.		X	A
Criteria 2: Experience			
Customer service experience.	X		A / I / R
Experience working in a healthcare setting.		X	A
Experience creating and implementing standard processes or procedures.	X		A / I / R
Experience delivering training – this could be one to one, or group sessions.	X		A / I / R
Experience of data mining and analysis.	X		A / I / R
Experience leading or coordinating projects.		X	A / I / R
Criteria 3: Skills			
Able to effectively communication ideas and processes (oral and written).	X		I
Able to work independently and as part of a team.	X		A / I
Able to manage own time and workload effectively.	X		I
Ability to support staff at all levels.	X		A / I
Ability to deliver training in a straightforward and methodical way.	X		A / I
Able to problem solve effectively.	X		I
Criteria 4: Knowledge			
Knowledge and experience of database systems.	X		A / I / R
Good understanding of GDPR.	X		A / I / R
An understanding of healthcare data.		X	A / I / R
Knowledge and experience of Microsoft Suite (specifically Excel & SharePoint)	X		A / I / R
Knowledge and experience of reporting software.		X	A / I / R
Criteria 5: Interpersonal Skills			
Willingness to be flexible and adapt to changing priorities.	X		I
Drive for improved functionality of care systems.	X		I
Enthusiasm, professionalism, positivity and good work ethic.	X		I
Ability to communicate well.	X		I
Criteria 6: Values			
An understanding of the principles of equal opportunities as it relates to staff and children/young people, and able to demonstrate personal commitment to challenging discrimination and promoting equalities.	X		I / R
Able to demonstrate behaviours which meet Trust values: <ul style="list-style-type: none"> • Agile (taking the initiative, showing flexibility, listening & learning). • Supportive (committed to helping others). • Proud (recognising & celebrating colleagues). • Inclusive (creating an environment where everyone feels valued, empowered and respected). • Responsive (committed to taking responsibility, action & getting results). • Encouraging (inspiring everyone to do their best & get involved). 	X		I / R