JOB DESCRIPTION
(To be read in conjunction with Person Specification)

POST:	Reporting Analyst
SALARY:	£25,292.00
ACCOUNTABLE TO:	Quality and Performance Manager
RESPONSIBLE FOR:	n/a

ORGANISATIONAL EXPECTATIONS:

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a customer focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation.

You are expected to uphold the values and ethos of Inspire North at all times.

OUTLINE OF POST:

The post holder will be proactive and able to apply their professional knowledge and expertise in gathering, manipulating and analysing data in relevant formats and reporting on the performance of services including KPIs, Clinical Governance and Outcome reporting.

The post holder will be instrumental in identifying and implementing procedural/technical improvements to current reporting and processes across the organisation.

Supporting the culture of continuous improvement, the post holder will be innovative in their approach to improve performance, highly organised, have excellent analytical skills and be confident in their communication. Experience of using Microsoft Excel at an advanced level is essential. We are looking for someone who can work on their own initiative and have a professional and positive outlook with the flexibility to embrace change and work alongside services to help with robust data collection.

MAIN TASKS:

1. Using various reporting and programming tools such as SQL and Excel to extract management information for decision making and compile and present complex data in a variety of ways depending on audience and user requirements.
2. Designing and developing reports utilising existing systems such as Case Management Systems (CDPSoft , Datix and SystmOne).

3. To deliver standard routine KPI reports in a timely manner.

4. To deliver standard routine quarterly reports in a timely manner including Operational Performance, Clinical Governance, Incident Trend Analysis etc.

5. To be instrumental to the continual improvement of standard routine reports across the group including enhancing the use of technology through dashboards and Power BI.

6. Respond to ad-hoc requests for data, information and analysis

7. To set up and maintain systems and processes for collection and analysis of outcomes data, quality metric, safeguarding etc. and preparation of reports and statistical information for a range of audiences up to senior level, including for marketing and development purposes.

8. Identify opportunities for new reporting to support organisational objectives.

9. Exercising high levels of diligence when assessing or preparing analysis, especially when data is incomplete or conflicting.

10. Sharing, training and getting feedback from all report users to ensure they are used and understood properly.

11. Working with the Systems Officer to ensure information systems are robust and able to collect accurate information and user queries are dealt with efficiently.

12. Support work on quality standards and kite marks such as client surveys, benchmarking, CQC and CSE.

13. Ad-Hoc cover for first line response for all queries for all users of the case management system.

14. To be prepared on an ad hoc basis to share in the general workload of the team.

15. To attend relevant internal and external meetings as advised by the manager.

16. To participate in regular supervision and Inspire North PDR systems

17. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the manager in relation to the smooth running of the service.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

Person Specification – Reporting Analyst

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential {insert ✓ where appropriate}	Desirable {insert ✓ where appropriate}	Identified by: A = application form I = interview E = exercise
Demonstrate understanding and commitment to diversity and inclusion	✓		A, I
Demonstrate a commitment and enthusiasm for the work of the organisation	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail. Identifying areas of continual improvement.	✓		A, I, E
Solution focused and ability to challenge historic ways of working	✓		A, I
Knowledge & Skills	**Essential**	**Desirable**	
Advance use of Microsoft Excel including formulas, VBA/Macros and database creation/management	✓		A, I, E
Excellent analytical skills to process and interpret complex information and present complex information in an understandable format	✓		A, I, E
Excellent organisational skills and the ability to manage multiple priorities and meet deadlines	✓		A, I
Demonstrate effective problem-solving skills and working on own initiative	✓		A, I
Working knowledge of Microsoft power BI and other reporting software	✓		A, I
Knowledge and experience of data management systems/databases (CDPSoft, SystmOne, Datix etc) or the ability to quickly investigate and pick up new systems	✓		A,I

	Essential	Desirable	
Have access to a car for work purposes and hold a full current UK driving licence		✔	A
Qualification in plain English, Second Language e.g. Urdu, Polish, BSL		✔	A
Experience	**Essential**	**Desirable**	
Extensive experience of developing reports from systems and the analysis of raw data	✔		A,I
Experience of reporting on measurement results and identifying trends	✔		A,I
Proven experience of driving performance and delivering results	✔		A,I
Degree or Professional qualification in an ICT related subject.		✔	A
Experience of mental health either as service user, carer, worker or volunteer.		✔	A