

Principal Information

Analyst/Statistician 253615

L I V I N G O U R V A L U E S



A Career with NHS 24



Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across six main contact centres in Scotland.

Careers here are all about care and compassion. Our work uses digital and telephone-based technology to help people reach the right care, in the right place for them. We support people with both their physical and mental health needs, providing self-care advice when appropriate, offering mental health counselling support and connecting people with their local healthcare services if they need onward care.

Packed full of variety and accompanied by excellent benefits, we've made it our mission to give our people everything they need to thrive.

Are you?

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

Please visit our NHS 24 career website: <https://careers.nhs24.scot/>

Organisation Structure



Our Values



Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

Medical Directorate



The Medical Directorate provides senior clinical leadership and expertise to the full range of NHS 24 services including Unscheduled Care (111), Scottish Emergency Dental service, Health Information, Breathing Space and Living Life services. It's extensively involved in organisational clinical governance and patient safety groups and is accountable for information governance of clinical records through Caldicott Guardianship.

The directorate influences the development of clinical models that are supported by quality improvement mechanisms to develop our strategic objectives and contribute to the wider strategic aims of health and social care across Scotland. Senior clinical liaison is undertaken with partner territorial Health Boards to ensure a strategic whole system approach and members of the medical directorate are often involved in close joint working with organisations such as Public Health Scotland, Scottish Care, and Police Scotland. This involves active membership of national incident management teams, Scottish Government programme boards and clinical representation in Police Scotland operations.

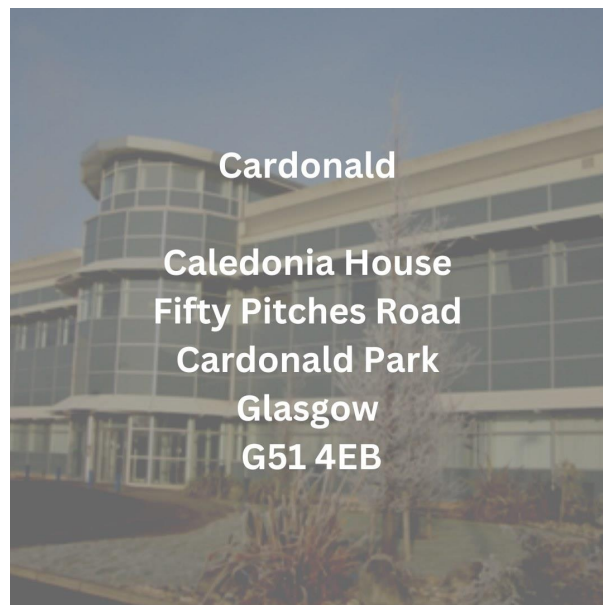
The medical directorate provides medical expertise and works in collaboration with partners to maintain the clinical content of NHS Inform as well as shaping the digital vision of NHS 24.

The directorate provides out of hours on call cover to support incident management and provide medical leadership at times of service pressure

Our Centres



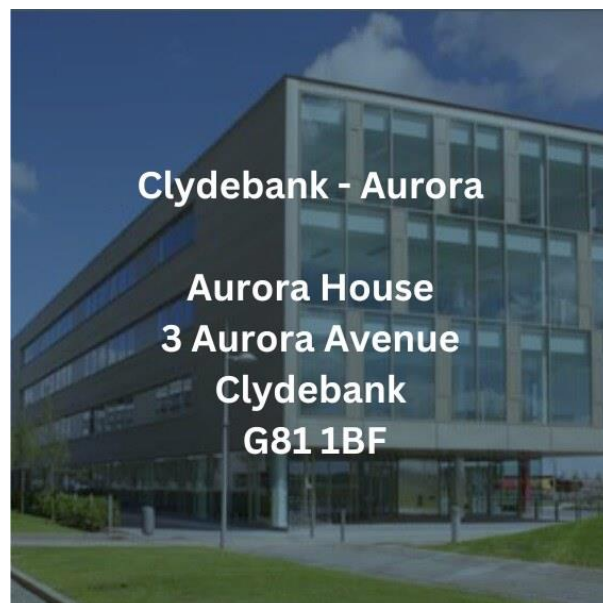
We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.





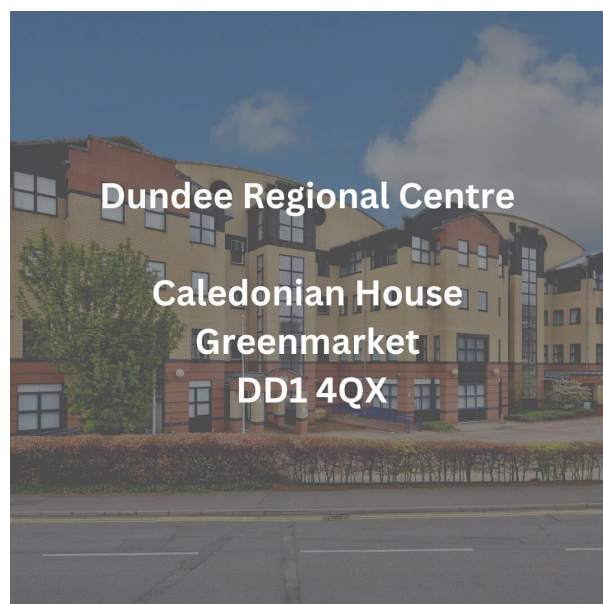
East Regional Centre

**Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ**



Clydebank - Aurora

**Aurora House
3 Aurora Avenue
Clydebank
G81 1BF**



Dundee Regional Centre

**Caledonian House
Greenmarket
DD1 4QX**

Benefits



Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

NHS 24 offers a complete benefits package, with a temporary contract of up to 12 months, on Band 7 £52,845 – £61,466 Per Annum (pro rata if applicable). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning, and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Job Description



Job Title: Principal Information Analyst/Statistician (Service Transformation Programme)

Reporting To: Medical Director

Department(s)/Location: Medical/Hybrid

1. JOB PURPOSE

To provide expert guidance and to lead the production and development of analyses relating to the Service Transformation Programme, including the Mental Health Review, working with national partners including PHS.

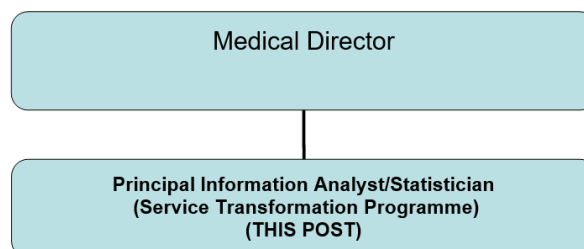
Contribute as part of NHS 24's senior management team to the development of the NHS 24's strategy and delivery of the business plan.

To provide expert advice and guidance on statistical matters across NHS 24 and to carry out innovative analyses of data as necessary.

The post-holder will also provide professional advice and guidance to NHS 24 including statistical and analytical expertise.

Development of relevant datasets to appropriately reflect the information needs of current initiatives in NHS 24 as well as potential across NHS Partner organisations in Scotland.

2. ORGANISATIONAL POSITION



3. SCOPE & RANGE

NHS 24 is the national contact centre organisation for NHS Scotland and is responsible for providing a range of telehealth services to people across Scotland. NHS 24 also supports and facilitates developments in telehealth and telecare to improve the health and wellbeing of the population. Delivery of safe, effective and person-centred care to the people of Scotland is the absolute priority for NHS 24.

Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face-to-face

delivery of NHS Scotland's health and care services. Our strategy is aligned with the Scottish Government's 2020 vision for health and social care.

The Board currently employs circa 2100 staff across its regional contact centres and local contact centres.

NHS 24 provides a 24-hour telephone unscheduled care clinical assessment and triage service, which handles approximately 1.5m patient contacts per annum. The range of clinical health and care services provided by NHS 24 is expanding and includes services using telephony (for example the Scottish Emergency Dental Service, Breathing Space), web (for example NHS inform, nhs24.com), video conferencing, Digital TV, and services using media such as web cam and social networking.

The purpose of the Service Transformation Portfolio Board (STPB) is to provide expert oversight, direction and leadership for the improvement, redesign and transformation of all public facing NHS 24 services and their related products.

The STPB will review and approve the portfolio's overall direction, key decisions, risk management and outcomes, ensuring it delivers the intended benefits and value as described within NHS 24's Corporate Strategy and Delivery Plans.

The STPB will create the conditions, provide coordination and drive change activity, ensuring:

- a) NHS 24 delivers sustainable high-quality services that meet assessed stakeholder needs.
- b) Appropriate clinical and operational governance and ownership of end-to-end change activity.
- c) Alignment with other strategic portfolios to inform and make best use of expertise, technology and resources.

The post-holder will

- Work as a member of the Medical directorate but work closely with representatives from all directorates, including the Head of Corporate Performance.
- Work closely with Public Health Scotland and other external partners to understand quality of care of patient journeys across the unscheduled care system.
- Champion best practice to enhance existing datasets and develop new data collections to support the changing information needs of NHS 24, reporting as required.

4. MAIN DUTIES/RESPONSIBILITIES

- Contribute to the development of the Service Transformation Plan portfolio.

- Contribute to Medical Directorate Team Meetings, to monitor current work within the service area and reassess priorities as required; negotiate with other senior colleagues, both within the service area and within the directorate, to manage conflicting priorities.
- Initiate and/or collaborate and support the development and preparation of highly informative statistical publications and web pages on a range of health-related topics.
- Oversee and/or collaborate on the preparation of clear and concise draft answers to parliamentary questions and other key analytical output.
- Initiate and/or manage specific projects involving data the effective use of statistics or data development. The post-holder will lead on the quality assessment and improvement of existing datasets and will contribute to the development of new national databases. This will involve working closely with stakeholders across the NHS and other partner organisations such as PHS.
- Work with clinicians, other NHS health professionals, research bodies, other partner organisations and universities to design, scope, analyse and interpret information for specific research projects and audits as required.
- Contribute to the development of fit for purpose quality standards in the use of PHS data and ensure these standards are applied throughout all work of the directorate/organisation.
- Provide specialist advice to external customers on the appropriate interpretation and use of health service statistics to improve decision-making and promote NHS 24 by participating in presentations, workshops and seminars.
- Be a focal point for managing the development of professional standards within the service area, keeping abreast of developments in National Statistics, UK Statistics Authority assessment and best practice in official statistics.
- The post-holder is required to work flexibly, and it is expected that the post-holder will work in short life teams, as necessary, for the management and delivery of data development projects.
- Keep abreast of related national information developments within NHS Scotland, HSCPs and other partner organisations, and national information and intelligence strategies.
- The post-holder will be required to supervise other staff e.g., placement students or newer colleagues.

5. SYSTEMS & EQUIPMENT

- Standard office conditions and equipment.

- Standard keyboard skills.
- Lead responsibility for information systems maintained and analysed within own specialist area(s).
- Lead in the development of national information systems, focussing on business requirements, user acceptance testing and liaising with customers.
- Initiates specific projects involving development of information repository/systems to support the information requirements of NHSScotland.
- Identify ways to improve existing systems in terms of quality, timeliness and reliability of data.
- Take active steps, through effective communication with staff of all levels, to keep in touch with current policy and subject issues in PHS and the wider NHS, and their impact on information needs and use.
- Lead in the ongoing development and improvement of data held in PHS.
- Champion best practice across all areas of analysis and responsibility including taking into account the broader context. Identify innovative ways to support the policy requirements of NHSScotland e.g. through use of record linkage to identify patient journeys.
- Ensure staff work, store and transmit data in accordance with data protection, freedom of information and confidentiality principles.

6. DECISIONS & JUDGEMENTS

The post-holder will establish his/her own detailed priorities and actions within a broad framework determined by the business objectives of NHS 24. The post-holder will adjust priorities to meet frequently changing demands and will review these, self-managing any conflicting demands, seeking advice when necessary.

Formal line management reporting for the post-holder will be to the Medical Director on a monthly basis. If working out with NHS 24 supervision may be assigned to the project sponsor. The post-holder, or staff in the postholder's team(s), may be required to work flexibly in short term project teams out with their usual service area, working with staff from other areas of NHS 24 to take forward short-life development projects or bespoke specialist analyses.

Participates in the formal objectives setting and performance appraisal process within NHS 24. Takes a pro-active approach in the formulation of a personal development plan.

7. COMMUNICATIONS & RELATIONSHIPS

Internal

- Frequent contact with project sponsors to ensure appropriate user input and report progress. Meetings with user group(s) / project board(s) as appropriate
- Regular meetings with line manager to report on progress and discuss personal development.
- Frequent contact with senior staff within NHS 24 and senior managers in PHS, Consultants in Public Health Medicine.

External

- Managers (for example, Chief Executive level) and other senior staff in NHS boards in meetings, occasional presentations, or on project boards as required to report on progress, promote the products, skills and services of PHS, ensure user feedback on current products and services and identify opportunities for new developments.
- Regular face-to-face or other contact with clinicians, Consultants in Public Health Medicine and information/record staff on the development and use of the corporate databases.
- Customers in NSS, other NHS Organisations (including NHS QIS etc), other partner organisations, the Media and the Public. Contact with statistical professionals in other organisations in Scotland and across the rest of the UK to ensure consistency of approach.

8. PHYSICAL DEMANDS OF THE JOB

Physical Effort

Daily requirement for sitting/inputting at keyboard for a significant part of the working day, with appropriate breaks from monitor when required.

Mental Effort

Daily requirement to concentrate for up to 2 hours at a time; carrying out calculations or analysing of complex data sets, writing reports/letters. Often required to respond to specific urgent requests, this will usually require change from one activity to another on request. The ability to make sound judgements, deal with unpredictable interruptions and meet deadlines. Develop, deliver and debate presentations on a regular basis to senior health professionals; regularly involved in negotiations and influencing customers. Must keep abreast of new techniques and developments in related work fields.

Emotional Effort

Often has to resolve and handle conflict when dealing with conflicting priorities and customer demands.

Working Conditions

Standard office conditions.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To ensure the staff within the post-holder's teams have the technical and managerial skills and competencies required both to deliver the organisation's work, managing conflicting demands as necessary.

To ensure that all statistics, irrespective of their complexity, are provided accurately and are interpreted and presented in a way which enables ease of use and understanding by their target audience (whether general management, clinical or public interests, inside or outside the NHS).

10. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

At entry level:

- Highly numerate graduate (or equivalent) with significant additional, relevant experience in health-related research or information work (preferably in the specialist field of medical/health statistics), and demonstrable experience of staff and project management.
- Demonstrate experience and knowledge across a range of business areas, with a developed knowledge of the NHS and an understanding of the way in which high quality information can support the way the NHS provides services.
- Proven ability to lead, manage and motivate high calibre staff to ensure their continuous personal and professional development. Post-holder should also demonstrate his/her own commitment to personal and professional development.
- Proven experience of project management or acting in an advisory capacity in a statistical or research environment is essential;
- Proven skills in the use of advanced IT tools in an analytical capacity.
- Strong communication and presentation skills, using a variety of approaches to convey key messages and influence decision making.

In order to reach the appropriate level of skills and knowledge necessary to perform the full duties of the job, the post-holder will be required to make the best use of opportunities to train and develop in post to:

- Acquire expert knowledge of analytical and statistical techniques and analysis tools within specialist area(s), identifying the wider implications of analysis provided.
- Establish a high level of expertise and knowledge within own specialist area(s) and how they relate to and link to other initiatives within the wider NHS.

- Develop in line management role, e.g. keeping abreast of relevant policy and guideline changes which impact on their staff
- Develop a strategic outlook, identifying critical areas for focus (within and beyond own business area(s)), deploying resources appropriately to achieve quality results.

To broaden skills, knowledge and experience, the post-holder will be given the chance to work in other NHS areas as opportunities arise, e.g. through bespoke specialist projects or by undertaking secondments to other business areas or organisations.

Person Specification



PERSON SPECIFICATION

Job Title	Principal Information Analyst
Band/Grade	Band 7

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	A statistics, mathematics, data science, science, social science, other highly numerate graduate, or a non-graduate with equivalent demonstrable experience of data analysis	
Experience	- Advanced skills in handling, manipulating, analysing, interpreting & summarising complex data using a range of analytical tools, including those requiring use of a programming language such as R, Python or SQL - Expertise in presenting and explaining complex data and statistics to a range of audiences - Experience leading internal/external meetings effectively, co-ordinate decision-making, agree actions with attendees of varying levels of seniority - Experience of leading, managing and developing a team. Ability to plan and manage resource effectively - Ability to initiate and manage change, influencing & leading others where necessary - Experience of leading projects and delivering work within agreed timeframes - Experience and ability to build effective relationships with customers or stakeholders and to identify and deliver outputs that meet their needs - Knowledge and experience of applying the policies and principles of information governance & data protection to handle sensitive or confidential data	- An interest in public health and knowledge of how insights from data can support decision making and the improvement of health and social care. - Experience of working with multiple sources of data relating to public health, health & social care and an understanding of their complexities. - Experience of utilising data visualisation technology to develop dashboards or other reporting/analytical tools (e.g. Tableau, R Shiny) - Experience and knowledge of utilising advanced statistical techniques - Experience in leading a team involved in the collection, quality assurance, or analysis of data - Knowledge and experience of producing National or Official Statistics under the UKSA protocol - Line management experience and knowledge of associated systems and policies.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Personal Qualities	- Highly developed interpersonal and communication skills, both written and verbal - Ability to multi-task and deal with unpredictable workload and changing priorities - Ability to work autonomously with awareness of when appropriate to seek support or escalate issues - Problem-solving and critical-thinking skills with strong attention to detail - A commitment to personal development including a focus on technical / analytical and leadership skills - Ability to manage sensitive issues or conflict in a calm and appropriate manner - Encourages a culture of continuous improvement	The ability to adapt to different working environments and locations, with teams split over multiple sites in Scotland.

Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at <https://www.nhs24.scot/careers/our-recruitment-process/>

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is **ESSENTIAL** that you have checked that you already have the appropriate right to work in the UK **BEFORE** submitting your application form.

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using JobTrain, please contact:

nhsscotland@helpmeapply.co.uk



