JOB DESCRIPTION

Job title	Management Information and Data Systems Assistant
Department	Risk and Assurance
Reports to	Management Information and Data Systems Lead
Grade	3

Job purpose	To assist with the governance and quality of our services through supporting the management of R&A systems and data to produce timely and appropriate management information. Support the oversight of all R&A systems ensuring that they are updated in a timely manner and able to provide the required management information for the team.
Key accountabilities	• Support with the collection, cleaning and analysis of data from various sources Supporting the critical analysis of systems and data, analysing trends, and making information accessible and meaningful to a wide range of audiences • Utilising systems across the department to enable robust information data gathering and appropriate use of business intelligence. • Maintaining and supporting the development of key R&A systems specifically Explore and Datix. Supporting effective data management across the team and business units via training and development of guides. • Ensuring systems are updated as necessary and that changes are clearly communicated to all key stakeholders • To support the development and maintenance of systems to monitor compliance with internal quality frameworks e.g. IQuAT, Health and Safety and external regulators and external quality frameworks and other external requirements e.g. CQC, Health and Safety, IG and Monitor • Supporting the production of management information that demonstrates compliance in accordance with regulatory standards and recognised governance processes within the team and organisation within role boundaries • Working closely with the Management Information and System Support Lead in the production of high standard management information reports, ensuring that deadlines are met. • Supporting the Management Information and System Support Lead to deliver on related projects and activities as required. • Support R&A Team's audit programme and the management of information including: CQC, Health and Safety and Internal Quality Assessment Tool. • Support the development and maintenance of R&A dashboards in order to identify areas of good practice and hotspot services • Maintaining the effective flow of information within the team, between the team and business units. • Maintaining confidentiality as required under GDPR when producing reports • Contributing to the delivery of the R&A business plan by supporting the production of relevant reports to meet service, department, business, organisational and board data requirements.

Dimensions	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.	R&A team members, specifically managers. No formal responsibility, but will provide coaching and guidance to members of team and, more often, to associate trainers within business units.

	Direct reports	No formal responsibility but will need to work cross central and operational treams.influences the thinking and behaviour of staff throughout the R&A Team and Turning Point.
	Internal contacts	Focuses on the needs of R&A and specific projects across the organisation, reflecting an understanding of the Business Unit and TP strategy.
	External contacts	Managing sensitive and confidential information about people and the business demanding a high level of professionalism, judgment and integrity. Building co-operation between support functions who may have different priorities and ways of working.
	Planning horizon	Developing trends and compliance information to support future quality and safety audits and initiatives.

Key Skills, Expertise and Qualifications

Essential	Desirable
- Experience of managing time with competing prioriies - Experience of data systems and management of information using a variety of data sources - Experience of co-ordinating and interpreting large volumes of information - Excellent communication skills (written and verbal), with the ability to communicate with a wide range of audiences - Problem solving skills - Good working knowledge of Microsoft Excel and data import/export. - Ability to analyse and propose recommendations for improvements. - High degree of organisational skills and adaptability as queries are often urgent and other work will have to be rescheduled at short notice. - Identify inconsistencies across multiple data sources experience of data manipulation using Excel, and a working knowledge of features such as pivot tables and lookups. - Data cleansing with a keen eye for detail, able to spot errors and have the tenacity to investigate issues and find why something isn't reporting as expected. - Ability to create data dashboards, graphs, and visualisations - High levels of accuracy and quality assurance	- Social and/or Health Care understanding/background - Working knowledge of Datix, Tableau and Explore - Experience in delivering quality reports and data to teams at all levels

Competencies

Core Competencies/Values	Role Based Competencies
- Good writing skills - Ability to build relationships - Support and challenge - Authentic communication - Embrace and supports change	

• Assertive and resilient • Person centred approach	