

## JOB DESCRIPTION

### Digital Apprentice – Data

#### Summary

The post-holder will be working within an NHS organisation where they will be required, within a team, to effectively support the collection and organisation of data to provide business insight. Working with data analysts involved with managing, cleansing, abstracting and aggregating data as well as reporting the results of the analysis in the provision of services to a range of stakeholders/customers.

Main responsibilities and duties may include the following:

- Responding to telephone enquiries in a professional and friendly manner
- Providing basic administrative support for members of the department
- Collecting and compiling data from different sources
- Inputting data using various software
- Performing database queries, both routine and ad-hoc, extracting data for analysis
- Assisting with the production of a range of ad-hoc and standard data analysis reports
- Assisting in the production of performance dashboards and reports
- Assisting with data quality checking and cleansing
- Suggesting where changes could be made in the way data is recorded and analysed
- Transferring electronic and paper files as directed
- Regularly reviewing current systems of working to ensure the most effective methods are being used
- Developing knowledge and expertise in areas which are appropriate to the role of the team
- Keeping up to date with upgrades in tools, data sets and methodologies
- Keeping up to date with departmental policies and procedures

#### General

##### *Job Limitations*

At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager/supervisor. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

##### *Confidentiality*

In line with the Data Protection Act 2018, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

##### *Risk Management*

The organisation is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the organisation's Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process, having responsibility for managing risks and reporting exceptions.

### *Records Management*

The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the organisation in confidence (even after an employee has left the organisation). They also have a duty to manage records in line with the organisation's records management policy. Included in these are records relating to patient health, finance, personnel and administrative functions, whether paper based or electronic. All staff have a responsibility to consult their manager if they have any doubts about the correct management of the records with which they work.

### *Equal Opportunities*

The post holder will be expected to comply with and promote the organisation's Equal Opportunity Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, sexual orientation or political opinion.

### *Health and Safety*

The post holder is required to co-operate with the organisation to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

### Person Specification

| REQUIREMENT                           | ESSENTIAL   | DESIRABLE   |
|---------------------------------------|---|---|
| <b>Education &amp; Qualifications</b> | <ul style="list-style-type: none"> <li>• 4 GCSEs grade 4 or above/A*-C or equivalent including English and Maths</li> </ul>   | <ul style="list-style-type: none"> <li>• Basic IT skills qualification eg. ECDL, ITQ</li> <li>• Evidence of further training/education</li> </ul>   |
| <b>Personal Qualities</b>             | <ul style="list-style-type: none"> <li>• Good organisational and administrative skills</li> <li>• Keen interest in IT</li> <li>• A thorough approach to work</li> <li>• Willingness to learn/apply learning in the workplace</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to work effectively independently and as part of a team</li> <li>• Ability to act on own initiative and follow instructions</li> <li>• Ability to prioritise</li> </ul>    |
| <b>Knowledge &amp; Skills</b>         | <ul style="list-style-type: none"> <li>• Good communication skills, both written and verbal</li> <li>• Basic IT literacy</li> </ul>   | <ul style="list-style-type: none"> <li>• Good analytical and problem-solving skills</li> <li>• Logical thinking</li> <li>• Customer service experience</li> <li>• Knowledge of practices in a healthcare setting</li> </ul> |