

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Digital and Customer Services

POSTHOLDER SECTION: Digital Health and Care

GRADE: PO4

POST DESIGNATION: Health and Care Performance Analyst

Purpose of Job:

The Royal Borough of Greenwich is transforming its health and care services using digital technology and data, to empower residents to live their lives with more choice and control. We are increasingly looking to utilise insights from information and data that we manage for the people supported under our organisations to improve their outcomes and build better services that give them more choice, control and independence.

Our work includes programmes and initiatives such as our ambition to utilise insights to understand preventative and proactive interventions under our data projects workstream, our Digital Health and Care Technology service that is providing people with digital devices to meet their needs (and in turn providing data insights) and our restructuring of delivery of our integrated services in Greenwich into a neighbourhood model that brings different organisations and partners together around people and place.

As in other authorities, Greenwich is facing huge challenges in meeting the demands on our health and care services while maintaining financial sustainability. We and our partners need to radically change our mindset and ways of working to do this, and using digital technology and data at the heart of our services is one way we plan to do this. This is in line with the NHS 10-year plan, as well as the ambitions for strategic commissioning in Integrated Care Boards.

We are looking for an experienced performance analyst to work with and alongside multidisciplinary teams and colleagues to support and lead work around the use and maximisation of data and insights in the health and care system.

To be responsible to the Head of Digital Health and Care for:

- 1) Leading quantitative analysis for specific programmes and initiatives in the health and care sector in Greenwich (including but not limited to Integrated Neighbourhood Teams and Digital Health & Care Technology service), applying analysis techniques to health and care data sets (and other data sources to be agreed and defined) and influencing data-led outputs to support operational delivery to be refined and reviewed.

- 2) Working with colleagues to coproduce outcomes the data will achieve, setting KPIs to track them, and developing the analytical tooling and reporting to measure these KPIs.
- 3) Contributing to agreed programme strategies and direction, by supporting the Head of Digital Health and Care and other senior stakeholders to understand demand, identify opportunities, prioritise pathways and review processes and operational practice.
- 4) Being the lead on Information Governance coordination for health and care data required to support this and wider health and care system work.
- 5) Delivering high-quality data analysis and data products to colleagues and residents, including high availability, usability, usefulness and excellent standards of service.

Main Duties:

- 1) Facilitate and coordinate work across health and care teams, organisations and colleagues to understand and map data sets, hypotheses and data architecture. This is with a view to defining and reporting KPIs and ultimately supporting improved outcomes for residents in Greenwich through more intelligent coordination and use of data (new and existing) in the Borough.
- 2) Lead and contribute to agreed programmes of work and initiatives as required in the development of Greenwich's health and care data maturity. Specifically:
 - a. Leadership of the Accelerating Reform Fund project which seeks to understand, through data, better opportunities to be preventative in interventions before people enter acute pathways (e.g. step up/enablement opportunities before hospital admission)
 - b. Contribution and leadership into Greenwich's Digital Health and Care Technology programme, and the Integrated Neighbourhood Teams formation
- 3) Apply appropriate analytical techniques to create accurate insights that help colleagues, teams and stakeholders understand demand, preventative and proactive opportunities, and interventions for change and improved outcomes for residents.
- 4) Create dashboards, reports and other artefacts to support decision-making. Produce engaging analysis using textual, numeric, graphical and other visualisation methods appropriate to the target audience.
- 5) Work with colleagues and peers to coproduce and engage to understand the context behind data insights. Utilise learnings and outputs to tell the whole story of the product (the "what" and the "why").
- 6) Work as part of and alongside multidisciplinary teams to develop hypotheses and design experiments to test them. Support to run valid and statistically significant

experiments, such as a/b tests, measure the results effectively, and make decisions about when to start and stop these experiments.

- 7) Contribute to the health and care strategies, prioritisation and roadmaps, based on your coordination, analysis and insights from data. Contribute to ideation and improvements to processes and practice during design and discovery phases.
- 8) Work closely with the data, information governance, social work practice, clinical leadership, development and infrastructure peers and communities of practice, to ensure services are engineered in a way that supports effective performance measurement.
- 9) Work closely with public health colleagues to ensure analysis can be linked to evidencing meeting the needs of the population and achieving equity of access, outcomes and experience.
- 10) Take ownership of for information governance around health and care data set access and usage against agreed programmes and initiatives, aligning to the health and care system's wider work, ambition and resourcing including but not limited to London Care Record, One London, South East London Integrated Care Board Data Usage Committee, Data Protection Officer engagement and other peers.
- 11) Contribute to the development of monitoring and evaluation programmes to ensure data and analysis supports good quality outputs that deliver improvements in the delivery of health and care services.
- 12) Safeguard user privacy and choice in the design and implementation of analytics tooling, including upholding council's obligation to meet PECR and GDPR.
- 13) Play a leading role in the performance analysis and data communities. Take an active part in the cross-government data community as well as data communities across multiple sectors, particularly where data architecture or privacy are concerned. Represent the council and wider health and care partners at these forums as necessary.
- 14) Share performance analysis knowledge and build skills in other members of the data community, and adjacent disciplines. Explain and describe the possibilities of performance analytics to a range of stakeholders, including promoting best practice and managing expectations.
- 15) Role may in time include line management responsibilities, and includes mentoring more junior members of the team
- 16) To undertake any other work appropriate to the level and general nature of the post's duties.
- 17) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

18) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.

19) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

20) This post requires a Standard DBS and will be supported by Safer Recruitment tools.

21) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: **Head of Digital Health and Care**



Person Specification

Job Title	Health and Care Performance Analyst
Grade	PO4
Service/Section	Digital and Customer Services / Digital Health and Care
Directorate	Finance and Legal

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
<ul style="list-style-type: none"> In-depth knowledge of performance analysis techniques, including how to track journeys, errors, drop-out, content performance and site search analytics in a way that complies with legal frameworks such as PECR and GDPR 	Essential
<ul style="list-style-type: none"> In-depth knowledge of data visualisation tools such as Looker Studio, Power BI, and Tableau. 	Essential
<ul style="list-style-type: none"> Understanding of data automation and cleansing techniques, including how to scale them. 	Essential

<ul style="list-style-type: none"> • Understanding of hypothesis-driven experimentation frameworks, including statistical significance testing and A/B or multivariate tests. 	Desirable
<ul style="list-style-type: none"> • Deep understanding of how to motivate a team to be successful, including good leadership and management practices, and awareness of your leadership style. 	Desirable
Skills and Abilities	
<ul style="list-style-type: none"> € Strong data storytelling skills, with the ability to communicate insights in an engaging way across a range of audiences. 	Essential
<ul style="list-style-type: none"> € Excellent programming and coding skills in one or more data-orientated languages such as SQL, Python or PySpark. 	Essential
<ul style="list-style-type: none"> € Strong knowledge in using data frameworks and libraries including Spark, matplotlib, Pandas and NumPy. 	Desirable
Experience	
<ul style="list-style-type: none"> € Experience in working with multiple complex and sensitive data sets, across organisational and governance boundaries, including creating and defining insights and KPIs. 	Essential
<ul style="list-style-type: none"> € Experience undertaking multiple data experiments, including knowing which ones to see through and which to stop. 	Desirable
<ul style="list-style-type: none"> € Experience of working in an agile, multidisciplinary team, including with qualitative insight roles such as user researchers. 	Desirable
Equal Opportunities	
<ul style="list-style-type: none"> € Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post. 	Essential
<ul style="list-style-type: none"> € Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post. 	Essential