

JOB DESCRIPTION

JOB TITLE:	Data analyst and Administrator
BAND:	Band 5
DEPARTMENT:	Physical health
DIRECTORATE:	Corporate
REPORTING TO:	Tobacco service lead
ACCOUNTABLE TO:	Deputy Director of Infection Prevention and Control and Trust Lead Physical Health

JOB SUMMARY

To provide administrative support to tobacco service ensuring efficient and smooth running of the service. To work closely with Lead for the service to provide an efficient and responsive administrative provision to the team. Responsible for developing administration systems for the team and providing day to day administrative support to the team.

Ensure quality data collection, storage, analysis and sharing for ELFT's tobacco service in northeast London, Bedfordshire and Luton. Analyse data from a range of Trust systems and present an integrated view of information to support contract monitoring, performance management, and the implementation of key policy agendas.

The post requires the ability to manage their own workload on a day-to-day basis and act independently to action and prioritise work to meet deadlines.

KEY RESPONSIBILITIES

1. Quality assurance of data at data collection tool level (e.g., Lifestyle forms) and prior to sharing with external partners such as NHS England/Improvement (NHSE/I) and local stop smoking providers
2. Audit data collection tools for completeness, accuracy, and timeliness of information while extracting data from various systems.
3. Liaise with data collectors on errors or missing information and resolve data inconsistencies by referring to various sources as appropriate.
4. Be a champion for quality data collection and provide training to staff on this
5. Be familiar with ELFT and relevant external data elements, policies and procedures, such as requirements from NHE/I, and ensure compliance, such as governance and submission of data returns on time
6. Analysis of tobacco service data for audit, quality improvement project, research, service planning and business purposes. For example, auditing of violence and aggression reports from Datix.
7. To participate in activity monitoring and basic audit as required.
8. To develop and maintain information-gathering systems for the team and as required, prepare reports and audits from the data gathered
9. To maintain and update the tobacco audit databases
10. To provide a comprehensive administrative service to tobacco service team including preparation of the reports, correspondence and documentation, and related filing, faxing, and photocopying.
11. To maintain a standard filing system ensuring that the filing of patient notes, correspondence, questionnaires etc. are kept up to date in line with record keeping policies

12. To coordinate the collection of and update of patient information on files and on tobacco database systems ensuring data quality is monitored and any concerns raised.
13. To undertake general office duties including: photocopying, collating and binding of documents, filing, laminating faxing etc. as required.
14. To provide administrative support to tobacco team for presentations including setting up of equipment, providing handouts and refreshments as appropriate
15. To receive regular one to one and team supervision from the tobacco team.
16. As a team member to work flexibly in order that essential priority tasks are covered and dealt with.
17. To ensure regular maintenance of non-clinical equipment within the team, ensuring that equipment is reported for repair as necessary and that the office is kept clean and tidy at all times.
18. To update patient information on files and on IT database systems ensuring data quality is monitored and any concerns raised.
19. To undertake the in-putting of activity data on to the appropriate Information Systems, and to assist in the collation of statistical information for the purpose of contract and quality monitoring.
20. Ensure timely referrals from ELFT wards to ELFT tobacco advisors and from ELFT tobacco advisors to local stop smoking services, including reminding service users as required
21. Liaise with pharmacy and other departments to ensure adequate supply of Nicotine Replacement Therapy and other items across the patient pathway (inpatient wards and into the community)
22. Input to standard operating procedures as they develop
23. To report to the Lead tobacco advisors on any issues that are of concern relating to health and safety of the building.
24. To arrange appointments and bookings for tobacco advisors for visits to sites.
25. To communicate effectively with a wide range of people from different backgrounds. Dealing sensitively and tactfully with clients and their parents/carers in person, or on the telephone.
26. To provide reception and switchboard duties including answering the telephone, taking messages, transferring calls and dealing with clients who may drop in to visit the clinicians. To be a point of contact for the whole team via a generic inbox
27. To take and relay clear messages. This includes handling queries from other professionals and obtaining information to enable these to be dealt with as effectively and speedily as possible.
28. To deal sensitively with service users or their carers/relatives who may be distressed. To exercise judgment when dealing with inquiries and resolve patient problems by providing information and advice regarding appointments or the service as appropriate, or by passing on to the appropriate team member.
29. To use information technology for a range of purposes.
30. To have excellent verbal, written and communication skills
31. To induct new staff to appropriate tobacco database and administration systems
32. To have the ability to remain calm and sensitive in difficult and stressful situations
33. To be the key person to co-ordinate and support diary management for team.
34. Organizing tobacco training events and meetings, including room bookings of venues, distributing agendas and taking minutes
35. To support the team with global and national initiatives, such as Stoptober, No Smoking Day
36. Maintain tobacco intranet page
37. To maintain and update tobacco service contact lists and relevant databases
38. To support tobacco service projects

39. Arrange appraisals and one to one for all tobacco service team members

MAIN DUTIES AND RESPONSIBILITIES

Administration	<p>To provide administrative support to tobacco team and the physical health service ensuring efficient and smooth running of the service. To work closely with tobacco service Lead to provide an efficient and responsive administrative provision to the team. Responsible for developing administration systems for the team and providing day to day administrative support to the team The post requires the ability to manage their own workload on a day-to-day basis and act independently to action and prioritise work to meet deadlines.</p>
Performance and Quality	<p>Ensure quality data collection, storage, analysis and sharing for ELFT's tobacco service in northeast London, Bedfordshire and Luton. Analyse data from a range of Trust systems and present an integrated view of information to support contract monitoring, performance management, and the implementation of key policy agendas.</p> <p>1. NHSEI and NEL ICS reporting requirements</p> <ul style="list-style-type: none"> • Ensure knowledge of NHSE/I Patient Level Data Guidance and Indicators (specification) • Collection and submission of PLD data template on 14th of every month on the 14th working day of the month - based on data collected from Tobacco Dependent Advisors and RiO system • Data should be collated in the template provided and submitted to NHS digital, via the Strategic Data Collection Service (SDCS). <p>2. Tobacco service monitoring and evaluation requirements for ELFT</p> <ul style="list-style-type: none"> • Review, update, develop, monitor and implement KPIs at programmatic/regional/local level for reporting purpose (NEL ICS/local stop smoking services) • Lead and co-ordinate assessment and evaluation of new service pathway with local stop smoking services (agree evaluation criteria/parameters) with stakeholders, partners etc <p>3. Meaningful data/information transfer to support clinical staff to care for service users who are stopping smoking</p> <ul style="list-style-type: none"> • Manage EFLFT database to facilitate timely clinical updates, and sharing of information and data use for decision making using RiO system. • Review and monitor Lifestyles forms and ensure appropriate agreed data is being transferred to local stop smoking services • Use existing databases such as RiO and local stop smoking service systems to collect data and produce analytical summaries, graphs, charts, narratives for reporting purposes. <p>4. Other roles on information governance, data quality, providing training</p>



	<ul style="list-style-type: none"> • Ensure that data quality management framework is developed and implemented for ELFT Tobacco Dependent Advisors. • Co-ordinate training for Advisors around information governance and data quality assurance.
Financial and Physical Resources	Maintenance of non-clinical equipment within the team, ensuring that equipment is reported for repair as necessary and that the office is kept clean and tidy at all times.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.



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Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smoke free Trust – this means that staff must be smoke free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.
Confidentiality	<p>As an employee of the Trust, the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorized person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
	To maintain the confidentiality of all personal data processed by the



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General Data Protection Regulation (GDPR)	organization in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimize risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Career Involvement	ELFT is committed to developing effective user and career involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and career participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

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BAND:	Band 5
DEPARTMENT:	Physical health
DIRECTORATE:	Corporate
REPORTING TO:	Tobacco service lead
ACCOUNTABLE TO:	Deputy Director of Infection Prevention and Control and Trust Lead Physical Health

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> Educated to university degree standard or equivalent. European computer driving license level 3 or equivalent Minimum of GCSE standard of Written and Spoken English 	Essential	Application form Interview
Experience	<ul style="list-style-type: none"> Working in a Team. Working as part of an administrative team Cash Flow Management Office Experience Experience with spreadsheets including pivot table and data analysis and trends 	Experience in a health/mental health, education or social services environment. Experience of working in a culturally diverse inner city area. Working in a Multidisciplinary Health team	Application Form Interview
Knowledge and Skills	<ul style="list-style-type: none"> Advanced keyboard skills Computer Literacy Word processing skills (MSOffice Word) 40-45 wpm typing speed. Data entry skills. Competent with excel and database management and development. Good communication and Interpersonal skills including the ability to communicate effectively verbally and in 	Knowledge of Access/Patient Administration systems Other windows packages for example Excel, PowerPoint and Outlook Application of technology in the office i.e. Email and Networking An Understanding of Office Procedures.	Application Form Interview Test



	<p>writing.</p> <ul style="list-style-type: none"> • Ability to priorities workload, and plan and organise own time effectively. • Exercise own judgement when dealing with enquiries from patients, parents/carers or other professionals. • Ability to act independently, and on own initiative. • Ability to work as part of a multi-disciplinary team in a pressured environment • Able to work under pressure. • Excellent organisational skills Ability to work flexibly & under pressure. • Ability to manage own workload without direct supervision • I.T/Administration • Equal Opportunities. • Confidentiality 	<p>Understanding of hospital and/or social services environments.</p> <p>Knowledge and understanding of medical terms.</p> <p>Knowledge of the Data Protection Act and Caldicott Guardian</p>	
<p>Other</p>	<ul style="list-style-type: none"> • Professional Accountability. • Flexibility • Communication Skills • Polite and Friendly. • Ability to deal with verbally aggressive service users • Able to concentrate when transcribing audiotape or typing complicated documents when there may be frequent interruptions. <p>Physical Effort</p> <ul style="list-style-type: none"> • Word process and input for a substantial proportion of working time/carry bulky notes. <p>Mental Effort</p> <ul style="list-style-type: none"> • Concentration is required when transcribing a tape or typing a 	<p>Ability to work on Own initiative</p>	<p>Application Form</p> <p>Interview</p> <p>Test</p>

	<p>complicated medical document; there are frequent interruptions but these do not cause a change of task. Work often interrupted to deal with queries.</p> <p>Emotional Effort</p> <ul style="list-style-type: none"> • Typing letters of a distressing nature. Dealing with verbally aggressive visitors/patients. <p>Working Conditions</p> <ul style="list-style-type: none"> • Requirement to use VDU more or less continuously 		
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S: Shortlisting I: Interview T: Test

