

## **PILGRIMS HOSPICES – JOB DESCRIPTION**

### **Assistant Business Intelligence Analyst**

#### **MAIN PURPOSE AND SCOPE OF THE JOB:**

We are looking for someone who is just starting out in their career or is looking for a new career into Business Intelligence.

The aim of this post is to assist with the development and maintenance of the dashboards across the organisation and providing analysis. You will also be running simple SQL queries from the in-house databases to assist with requests. Therefore this role will be particularly applicable to candidates who are either starting or wanting to learn Microsoft SQL as in-house training will be provided. The applicant will also be responsible for the support and training of the systems that staff will use. There will also be opportunities to pursue professional development through external training courses.

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#### **POSITION IN ORGANISATION**

**Reports to:** Database Development Manager

**Line Manager for:** N/A

#### **DUTIES AND KEY RESPONSIBILITIES**

- To assist the Database Development Manager with creating and updating dashboards and providing KPI's around patient, fundraising, financial and staff data.
- To liaise with staff members to identify reporting needs.
- To support in the continuous improvement, audit and monitoring of data.
- Responsible for the training of new staff on the patient management system and the incident reporting system where training will be provided.
- To be a point of contact for support calls in using the Patient management system.

#### **GENERAL RESPONSIBILITIES**

##### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

##### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

##### **Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

### **Code of Conduct –**

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

### **Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date Written:                      December 2021**

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Assistant Business Intelligence Analyst

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	Criteria	Tested At		Requirement	
		Application	Interview	Beneficial	Essential
<b>Experience</b>	Experience of creating visual reports	✓	✓	✓	
	Experience of end user training	✓		✓	
	Experience of data analysis	✓		✓	
<b>Skills &amp; Abilities</b>	Knowledge of SQL to query and extracting information from databases	✓		✓	
	An understanding of using Key Performance Indicators to improve productivity	✓		✓	
	High level of accuracy and attention to detail	✓			✓
	Problem solving and analytical skills	✓			✓
	Excellent written and verbal communication skills	✓			✓
	The ability to work with a multidisciplinary team of clinicians, support staff and volunteers	✓		✓	
	Fully IT literate and good knowledge of the use of Microsoft Office applications	✓			✓
<b>Knowledge</b>	Understanding of the Hospice sector			✓	
<b>Qualification/Training</b>	Educated to degree level or equivalent	✓		✓	
<b>Other Requirements</b>	Willingness to be flexible to meet changing needs and workloads	✓			✓
	Willingness to cross site travel when required	✓			✓

**Date Written: December 2021**