ABOUT THE JOB

Job Title:	**Management Reporting Analyst**
Reporting to:	**TBC**
Job Purpose:	The post-holder will play a critical role in supporting the effective management and utilisation of high-quality data for St John Ambulance and Rescue Service, providing meaningful data insights to both internal and external stakeholders. This role is crucial in driving data governance and analytics, ensuring effective management and utilisation of data across the organisation to enable the monitoring of and reporting on Service delivery and performance; increased operational efficiency; ensuring compliance with audits and relevant regulations; and improving patient outcomes.

KEY RESPONSIBILITIES

Information Resources and Analysis

➢ Be the first point of contact for Service managers and professionals for all data analysis matters;

➢ Administration and servicing of Service databases, including data input where required;

➢ Extract, cleanse and/or analyse data from a number of computer information systems, including ambulance response time, incident reports and clinical outcome data, using spreadsheets, databases and other industry standards business intelligence tools (e.g. SQL, QlikView, PowerBI, Alteryx), with the ability to present data in multiple and creative ways, tailored to the audience;

➢ Undertake research, develop data collection mechanisms and collate data and information from a range of sources – both quantitative and qualitative;

➢ Accessing a large number of information systems, for example ILVS (Incident Live View System), CAD (Computer Aided Dispatch System), any future electronic patient report forms (ePRF), as well as a number of standalone spreadsheets and databases. You will also have access to data from non-clinical systems (for example Ulysses incident management system);

➢ Ensuring data integrity and adherence to data security and confidentiality in accordance with legal requirements (including GDPR) and best practice standards to ensure compliance;

➢ Identify any data quality issues and decide whether to adjust the analysis accordingly or whether to work with the data quality, making recommendations for process change to improve the quality of data;

➢ Track and analyse ambulance performance metrics (KPIs), including creating and maintaining information dashboards and using predictive analytics, taking a transformative and progressive approach to data sets to produce new ideas;

➢ Developing appropriate information strategies and deliverables, e.g. activity and performance monitoring, demand and capacity planning and organisational strategy development, to advise on the Service's changing strategic and operational requirements;

➢ Generating understandable and relatable reports for SCAPE audits, board meetings, contract meetings and internal service improvements;

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KEY RESPONSIBILITIES Cont'd

- Maintain a good level of risk and governance knowledge and apply this throughout the scope and development of reports / use of data;

- Supporting clinical governance reviews by providing accurate data insights into patient safety incidents and quality improvement initiatives.

YOU WILL

Communication and Relationships

- Collaborate with Senior Management and other stakeholders to understand management and business reporting needs;

- Act as key stakeholder in Service digital transformation projects including participating in the development of data governance tools and technologies to enhance data processing and reporting. This may include undertaking technical discussions with suppliers and other subject matter experts where you will lead for the ambulance service;

- Work with multi-agency data sources such as emergency services, Joint Emergency Service Control Centre (JESCC), hospitals, Public Health, the Association of Ambulance Chief Executives (AACE) and the third sector;

- Working closely with managers to identify, interpret and present performance information for our commissioners and Board of Directors;

- Educate senior and operational managers, and clinicians in data literacy, helping them interpret dashboards and reports for informed decision-making;

- Assist with funding applications by providing evidence-based justifications to support ambulance service and wider healthcare transformation;

- Provide information to support internal investigations as required, maintaining confidentiality at all times;

- Support analysis and other activity in conjunction with other specialist areas/functions (Finance, IT etc.) to ensure value and benefits of projects are identified in the early stages of planning and development, and to make sure organisational and data governance procedures are properly considered.

Research, Audit and Development

- Be responsible for specifying, developing and implementing information systems, including developing automated solutions to reduce manual reporting, cleansing and structuring ambulance response time data, incident reports, and clinical outcome data for analysis;

- Be responsible for improving the quality and/or timeliness of information reporting by designing, delivering and evaluating information processes, data capture and extraction, and advising stakeholders of any system or process change/development and utilising knowledge of new and emerging technologies in informatics;

- Be responsible for undertaking extensive audits into system and data quality and effectiveness. You will develop recommendations for improvement based on your findings;

- Contribute to the development of digital transformation projects involving complex data management;

- Be responsible for staying up to date with information analysis developments and advising senior management on methods of improving information analysis tools and software.

Physical Effort and Working Conditions

Limited physical effort is required in this post. The majority of the working day will be desk-based using a keyboard and VDU. There will be a requirement to walk or drive to meetings in other locations in the island.

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General Duties

➢ Ensure the safeguarding of children and vulnerable adults in the course of their daily duties and they must be aware of the specific duties relating to their role and the reporting requirements for safeguarding;

➢ The post-holder has a responsibility to ensure that the Service's Health and Safety policies and procedures are complied with to maintain a safe working environment for their team, patients, visitors and employees. All employees have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions;

➢ All individuals have a responsibility to highlight any potentially discriminatory practice to their Line Manager, Duty Officer, Human Resources, Senior Officer or Union Representative. The Service recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, age, sexual or disability discrimination, to promote equality of opportunity and good relations between employees and clients of differing groups;

➢ The Service is committed to supporting the development of all employees. All employees have a responsibility to participate in regular 1:2:1 meeting with their line manager. As part of the development review process employees have joint responsibility with their line manager to identify any learning and development needs in order to meet agreed performance standards;

➢ All individuals are expected to act in accordance with the Service's Code of Conduct and to ensure their team adheres to these standards.

This job description is a broad outline only, allowing for scope, development and job satisfaction. A review of the portfolio of responsibilities may take place at any time, but specifically at yearly intervals.

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Person Specification – Senior Data Analyst

This is a specification of the essential and desirable requirements to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Degree in a relevant field (e.g. Data Science, Mathematics, Statistics, Computer Science, Business Administration, Economics), or qualified Professional Accountant, or equivalent experience	✓	
Certification in Microsoft Power BI, Google Data Analytics		✓
Experience		
Minimum 3-5 years' experience in a data analysis role (for example in healthcare, finance, logistics, or similar industry)	✓	
Experience of specifying system requirements and developing technical specifications	✓	
Experience in the field of business intelligence, including data analysis, reporting and data visualisation	✓	
Experience in a healthcare, emergency services or public health analytics role		✓
Experience of working with multi-agency partners in a public sector setting		✓
Project management experience, for example in digital transformation		✓
Skills, knowledge and abilities		
Detailed knowledge of a broad range of quantitative and qualitative research methods, business intelligence and analytical techniques	✓	
Advanced used of Microsoft Office suite (Excel, Word, PowerPoint etc)	✓	
Strong SQL skills, for extracting and managing datasets	✓	
Advanced use of industry standard report writing tools (e.g. SQL SSRS, QlikView, PowerBI, BusinessObjects, Alteryx, Tableau)	✓	
Ability to analyse data, identify trends and issues and provide insights and recommendations to improve working practices and data quality, presenting data to non-technical stakeholders	✓	
High level of analytical and judgement skills	✓	
Ability to train staff of all levels	✓	
Understanding of KPIs and performance metrics in a fast-paced operational environment	✓	
Familiarity with GDPR, data governance, and NHS data standards (or willingness to learn)	✓	
Excellent presentation skills	✓	
Excellent numeracy skills, with the ability to use statistical techniques	✓	
Accurate with attention to detail	✓	
Excellent written and oral communication skills	✓	
Excellent interpersonal skills, the ability to negotiate, persuade and challenge where required building and maintain successful working relationships across organisational boundaries	✓	
Ability to organise own workload and plan work according to changing priorities and deadlines	✓	
Positive attitude towards learning and development demonstrated by a record of continuing professional development	✓	
Ability to innovate and think creatively about problems	✓	
Knowledge of ambulance service performance indicators (e.g. Category 1-4 response times)		✓

This Job Description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance and Rescue Service. It is expected that the post-holder will be as positive and flexible as possible in using this document as a framework.

Initials: KJF/AL	Date of preparation: March 2025

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