**Job Description & Person Specification**

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| Position: | NHS 111 Junior QM and IA Intelligence Analyst | Division: | NHS 111 |
| Location: | Derby - Orbis Building | Reporting to: | 111 Systems Development Manager |

**Title:** **Junior QM and IA Intelligence Analyst**

**Reports To:** 111 Systems Development Manager

**Who are we?**

DHU 111 (East Midlands) CIC is one of the leading providers of contact centre-based NHS 111 services in England, having recently been inspected and rated Outstanding by the Care Quality Commission. We currently deal with 4.5 million calls a year from a population size of 11 million patients across the Midlands, Milton Keynes, and London

**Our Aim**

To be the best employer and provider of NHS 111 services in the country – delivering consistently high-quality patient care and excellent performance.

Reporting to our 111 Systems Development Manager, we are creating an exciting new role that will help us to deliver cultural and transformational change with an emphasis on performance management, business intelligence insight, and continuous service improvement.

This is a great opportunity to join our Systems and Intelligence team as a Junior Analyst, you will have some experience in analytics with great numerical reasoning. You will be responsible for providing analytical support to our 11 team to optimise patient care and become a subject matter expert for problems and incident resolution.

**Purpose of the role**

The objective of the Junior QM and IA Intelligence Analyst

The primary areas of responsibility will fall into the following areas of expertise:

* NICE CXOne Interaction Analytics (Intelligent linguistic analytics application).
* NICE CXOne Quality Management / NICE Quality Central.

The role will support the Operational Leadership teams and will help driving & supporting the creation of optimised Quality reporting that are aligned to the achievement of all operational metrics and KPI’s.

The role is supporting a core system within the wider 111 systems and is key to the delivering high-quality patient care and excellent performance.

**Key Accountabilities:**

* Support senior stakeholders by providing help with improvement opportunities and deploying best practice on auditing, quality reporting activity and Voice analytics activity.
* Support managers in reviewing data relating specifically to auditing and quality patient care performance.
* Help with the optimisation of NICE CXOne Interaction Analytics and NICE Quality Central, balancing the key elements of patient care, cost, and colleague engagement.
* Deploy improvements in Dashboard, process, forms, and reporting for our NICE CXOne IA and Quality systems.
* Support the day-to-day utilisation of our NICE CXOne System. This includes the optimisation, change management and training.
* Undertake the production of daily/weekly/monthly reporting relating to quality and linguistic analytics.
* Undertake the standardise and automate the reports to ensure they are produced efficiently.
* Contribute to the wider DHU 111 and IT Cycle, representing System and Intelligent team, processes and opinions ensuring that an aligned cycle of operations is achieved.

**Experience:**

In order to succeed in this role, it is expected that you will have:

Essential:

* Good problem solving and analytical skills with a high degree of analytical rigour.
* Working knowledge of SQL, Power BI, VBA, and MS Excel.
* Understanding Voice analytics methodologies and Pathway Quality Management.
* Awareness of data visualization techniques
* Good communication skills, with a flair for storytelling that captivates and inspires.
* Drive and self-motivation,
* Advanced PC and MS Office skills.

Preferable

* Knowledge and experience Quality Management systems (preferably NICE CXOne)
* Degree in Computer Science or similar
* Experience of change management models.
* Experience for collecting, processing, and analysing large datasets to help drive decisions and enhance quality.

**Capabilities:**

In order to succeed in this role, it is expected that you will have:

* Right first time’ attitude – focusing on the quality of outputs.
* A proactive outlook to the receipt and provision of “Feedback”, utilising all opportunities to enhance the service outputs.
* Attention to detail - Completing tasks with attention to detail and constant accuracy checks.
* Creative thinking – Ability to challenge own work by review and lateral thinking from a new perspective to propose innovative and alternative approaches.
* Planning - Anticipating complex possible options based on historical data, experience, analysis combined with possible future visions.
* Analytical thinking - ability to break down raw information and undefined problems into specific workable components that in turn identifies the issues at hand. Logical conclusions, anticipating obstacles and considering different approaches to the decision-making process.
* Problem solving - root cause analysis with ability to communicate recommendations for solutions and continuous improvement.
* Persuasiveness – ability to influence and engage others in a way that results in acceptance or agreement. Is clear, fluent and to the point.

**Qualifications**:

* Relevant business experiences or Analytics qualifications

**Location**

* Site will be based in Pride Park, Derby on occasion travel maybe required to other sites (some flexibility of home working on occasion.

***DHU Health Care CIC is committed to Equality of Opportunity and welcomes applications from all sections of the community.***

***DDHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment. Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.***

***DHU Health Care CIC***

***Registered in England Number: 05834163***

***Registered Office: The Johnson Building, Locomotive Way, Pride Park, Derby, DE24 8PU***