**Job Description & Person Specification**

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| Position: | NHS 111 Workforce Intelligence Analyst | Division: | NHS 111 |
| Location: | Derby - Orbis Building | Reporting to: | 111 Systems Development Manager |

**Title:** **Workforce 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.

**Purpose of the role**

The objective of the Workforce Intelligence Analyst

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

* NICE IEX Workforce Management System.
* NICE CXOne system.

The role is a key interface with the Operational Leadership teams and will be responsible for driving & supporting the creation of optimised Workforce & Telephony 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:**

* Act as a champion for high-quality patient care and interactions across all NICE system.
* Influencing senior stakeholders on ACD and interaction reporting activity, providing expert knowledge on quality Telephony best practice, driving and planning improvement opportunities.
* Influencing senior stakeholders on WFM activity, providing expert knowledge on workforce analytics best practice, driving and planning improvement opportunities.
* Ensure that managers are support in reviewing data relating specifically to WFM and interaction performance.
* Responsibility for optimising usage NICE CXOne ACD and NICE IEX WFM, balancing the key elements of patient care, cost, and colleague engagement.
* Motivating and developing a Junior Analysts to deliver an industry best in class service. This includes ongoing development of our processes to adopt new age thinking, whilst sustaining proven concepts.
* Identify improvements in Dashboard, process, forms and reporting for our NICE CXOne ACD and WFM
* Responsibility for the day-to-day utilisation of our NICE CXOne System & NICE IEX WFM. This includes the optimisation, change management and training.
* Overall responsibility for the production of daily/weekly/monthly reporting relating to interactions and workforce analytics.
* 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:

* Substantial evidenced experience of working in the world of analytics within contact centre environment.
* Demonstrable proficiency in SQL, Power BI, VBA, MS Excel, and the art of data visualization.
* Strong background in turning data into actionable insights that drive results.
* Awareness of WFM analytics methodologies and data visualization techniques
* Excellent communication skills, with a flair for storytelling that captivates and inspires.
* Knowledge and experience WFM Management systems (preferably NICE IEX)
* Knowledge and experience Telephony systems (preferably NICE CXOne)

Advanced PC and MS Office skills.

Preferable

* Experience as a Data Analyst, Analytics Engineer or similar. Preferably in a fast-paced environment,
* Experience of change management
* Experience for collecting, processing, and analysing large datasets to help drive decisions and enhance quality.
* Experience of data visualisation best practice, sharing knowledge and guidance with others, ensuring all outputs are visualised to a high standard in line with company requirements.

**Capabilities:**

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

* An excellent analytical ability and proven experience of identifying Quality trends to make recommendations for improvements.
* Ability to reference and implement “Contact industry” best practices and developments.
* 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.
* Right first time’ attitude – focusing on the quality of outputs.
* 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***