DHU Healthcare

With you, we're making the difference.
Together, we can achieve more.

JOB DESCRIPTION AND PERSON SPECIFICATION

Associate Systems Development & Intelligence Analyst

NHS 111



For you.
For them.
With us.

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.

Compassionate
We show kindness, consideration in everything we do

I will:
- Demonstrate kindness and understanding when I interact with colleagues and patients
- Show consideration and treat my colleagues the way I'd like my closest friends to be treated in their workplace
- Be mindful of non-verbal communication and the impact it can have on others
- Look out for and support my colleagues

I will not:
- Use unkind words or actions towards others
- Gossip or talk about people in ways I wouldn't do directly to them
- Bully, discriminate, exclude or turn a blind eye to bullying, discrimination or exclusion
- Deflect responsibility or apportion blame on others unfairly

Accomplished
We are adaptable, professional and provide the best…

I will:
- Be open to others making suggestions and ideas about how things could be done better
- Show courage and respectfully call out behaviour or words that don't align with our values
- Use our procedures supportively, consistently and respectfully.
- Ask for help before things become problematic
- Learn from mistakes

I will not:
- Be dismissive about new ways of working
- Reject ideas or constructive feedback without considering them fully
- Escalate matters inappropriately
- Copy others into emails unless they really need to know
- Delay or avoid a difficult conversation or response to a difficult situation.
- Hold onto expertise, I will share it with others.

Respectful
We recognise the value that individual and team differences bring

I will:
- Be polite and respectful with my tone of voice and choice of words
- Take time to actively listen to others
- Be considerate of others and seek a constructive outcome
- Understand that others' values and opinions may differ from my own; and be respectful of them
- Acknowledge colleagues' contributions and give praise

I will not:
- Act in a way that could humiliate others or diminish their dignity
- Dismiss others' feelings and perceptions
- Judge or look down on people who have different opinions, are vulnerable or unwell.
- Copy others into emails for any reason other than their information
- Forget that others need to be able to communicate with me (so will check my emails/Teams messages)

Encouraging
We believe everyone matters, so we inspire confidence in others

I will:
- Genuinely offer help and support to others
- Encourage those who may not feel able to share or contribute
- Celebrate diversity enabling everyone to feel they 'belong'
- Give constructive feedback directly, respectfully and in a timely way
- Celebrate individual and team successes

I will not:
- View questions or requests for help as a sign of weakness
- Look out just for myself and my own personal interest.
- React negatively when given constructive feedback
- Forget that it takes a team to succeed
- Demonstrate favouritism, exclusion or isolation of other

Job Description and Person Specification

Position:	Associate Systems Development & Intelligence Analyst
Division:	NHS 111
Location:	Derby/DHU estate, with hybrid working subject to service need
Reporting to:	Head of 111 Systems Development
Band:	5.0
Last reviewed:	November 2026

Purpose of the role

The Associate Systems Development & Intelligence Analyst is a developmental technical and analytical role supporting the systems, data and reporting capabilities used across NHS 111 operations and workforce planning. The postholder will help maintain and improve NICE CXone, NICE IEX Workforce Management, Interaction Analytics, reporting solutions and planning models.

Working with Systems Development, Workforce Management, Planning, Quality, Operational Leadership and IT colleagues, the postholder will turn data into clear insight, support system optimization and incident resolution, and build reliable dashboards, reports and analytical tools. The role will balance patient care, operational performance, cost effectiveness and colleague experience.

Performance Measures

- Outputs are accurate, validated, clearly documented and delivered to agreed timescales.
- Incidents and data-quality concerns are handled promptly, with appropriate escalation and communication.
- Reports and dashboards use consistent definitions and provide actionable insight.
- System and reporting changes follow agreed governance, testing and change-control processes.
- The postholder demonstrates continuous learning and increasing independence within the role.

Key areas of accountability and responsibility

- NICE CXone contact platform, including ACD, routing and Contact Studio workflows.
- NICE CXone Interaction Analytics and voice or linguistic analytics.
- NICE IEX Workforce Management and workforce or planning analytics.
- Operational, quality, telephony and workforce reporting using SQL, Power BI, Excel, Power Query, DAX and, where appropriate, VBA.
- Planning tools, forecasting insight, scenario modelling and performance analysis.
- System support, change implementation, user guidance, process improvement and documentation.

Systems support and development

- Support the day-to-day use, administration and continuous improvement of NICE CXone, NICE IEX WFM and associated analytical applications.
- Assist with system configuration, routing, dashboards, forms, reports and processes under appropriate change control and supervision.
- Investigate system, data and reporting issues, complete structured root-cause analysis, document findings, and escalate incidents appropriately.
- Support testing, implementation and evaluation of system changes, ensuring outputs are accurate, controlled and aligned with operational requirements.
- Maintain clear technical documentation, process maps, data definitions, report specifications and support materials.
- Contribute to system optimization while considering patient safety, service resilience, information governance, cost and colleague impact.

Data, intelligence and reporting

- Produce accurate daily, weekly, monthly and ad hoc reporting covering workforce, telephony, interactions, quality and operational performance.
- Extract, cleanse, reconcile and analyze data from multiple business systems, applying validation checks and maintaining a clear audit trail.
- Develop and maintain automated reports, dashboards and datasets using tools such as SQL, Power BI, Excel, Power Query, DAX and VBA.
- Present complex information clearly, highlighting trends, risks, variation and improvement opportunities for technical and non-technical audiences.
- Support the standardization and automation of recurring reporting to improve timeliness, consistency and efficiency.
- Apply sound data visualization practice and agreed definitions so that insight is accessible, comparable and decision-ready.

Workforce planning and operational insight

- Support analysis of demand, capacity, staffing, agent adherence, forecast accuracy, customer behaviors and operational performance.
- Assist with scenario and "what if" analysis to inform tactical and strategic workforce planning decisions.
- Help develop and maintain planning models, scorecards, quality frameworks and analytical tools used across the resource planning cycle.
- Identify performance drivers across front office, back office, outbound and other service channels.
- Work with planning and operational colleagues to translate analytical findings into practical, measurable actions.

Key areas of accountability and responsibility

Quality and interaction analytics

- Support the use and optimization of Interaction Analytics to identify themes, linguistic patterns, quality risks and opportunities to improve patient interactions.
- Assist managers in reviewing audit, quality and interaction data, ensuring findings are appropriately contextualized and validated.
- Contribute to improved quality dashboards, forms, categories, queries and reporting methods.
- Promote the use of insight to support high-quality patient care and improved operational outcomes.

Stakeholder support and continuous improvement

- Build effective working relationships with Operational Leadership, Workforce Management, Planning, Quality, IT and other stakeholders.
- Gather requirements, clarify business questions and translate them into proportionate technical or analytical solutions.
- Explain findings in clear language and use evidence-based storytelling to support decisions and improvement activity.
- Provide user guidance, demonstrations and training for reports, dashboards, systems and analytical tools.
- Contribute to continuous improvement activity and the wider operational, resource planning and IT cycles.
- Keep knowledge current and progressively develop subject-matter expertise across the supported systems and processes.

Key Working Relationships

- 111 Systems Development & Intelligence colleagues
- Workforce Management and Resource Planning teams
- NHS 111 Operational Leadership and service managers
- Quality, Performance and Clinical Governance colleagues
- IT, Information Governance and external technology suppliers
- Report and dashboard users across the DHU estate

Person Specification

Education and Qualifications

- Essential: Relevant experience in data, analytics, IT, digital, business or contact-centre environments, or a relevant qualification/apprenticeship.
- Desirable: Degree or higher qualification in data analytics, computer science, IT or a related subject.

Analytical Experience

- Essential: Experience analysing data, checking accuracy, identifying trends and presenting findings.
- Essential: Good Excel skills for analysis and reporting.
- Desirable: Experience in NHS 111, healthcare, contact centres, workforce planning or quality analytics.

Technical Skills

- Essential: Working knowledge of SQL, Power BI and Microsoft 365, particularly Excel.
- Essential: Understanding of data modelling and visualisation.
- Desirable: Experience with Power Query, DAX, VBA, SAP, APIs, data warehouses and report automation.

Systems Knowledge

- Essential: Ability to learn complex systems and understand how configuration, data and reporting work together.
- Desirable: Experience with NICE CXone, Contact Studio, Interaction Analytics, NICE IEX WFM or similar platforms.

Problem Solving

- Essential: Strong investigation, analytical thinking and root-cause analysis skills.
- Essential: Ability to break down complex problems and identify solutions.
- Desirable: Experience supporting system issues, testing changes and implementing improvements.

Communication

- Essential: Ability to explain technical information clearly to different audiences.
- Essential: Good written communication and stakeholder engagement skills.
- Desirable: Experience presenting findings, delivering training, demonstrations or using data to influence decisions.

Planning and Organisation

- Essential: Ability to prioritise workload, meet deadlines and manage competing demands.
- Essential: Good documentation and organisational skills.
- Desirable: Experience contributing to projects, system changes and regular reporting cycles.

Values and Behaviours

- Essential: Commitment to patient care, accuracy, confidentiality, collaboration, inclusion and continuous improvement.
- Desirable: Experience coaching or supporting colleagues to develop their analytical skills.

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: If you are unclear of any requirement in this document obtain clarification from your line manager.

First name:

X

Surname:

Signature: **Date:**