

Job Description

Job Title: Clinical Systems & Data Analyst
Responsible to: Senior Data and Clinical System Lead
Accountable to: Director of Care

Job Purpose:

The Clinical Systems & Data Analyst will support Acorns Children's Hospice in maximising the value of its clinical systems and data to drive high-quality, safe and effective care. Working closely with the Senior Data and Clinical Systems Lead, the post-holder will contribute to the development, optimisation and ongoing management of SystmOne and other digital systems, ensuring they meet the evolving needs of clinical and operational services.

The post-holder will be responsible for supporting the collection, validation, analysis and interpretation of clinical and operational data, producing accurate reports, dashboards and insights that inform decision-making, performance monitoring, quality improvement and service development. They will work with colleagues across the organisation to improve data quality, promote the effective use of systems, and ensure that information is recorded consistently and accurately.

Supporting the Senior Data and Clinical Systems Lead, the Clinical Systems & Data Analyst will assist in the configuration, testing, implementation and continuous improvement of clinical system functionality, helping to identify opportunities to streamline processes, enhance data capture and improve the user experience. The role will also provide first-line specialist support, guidance and training to system users, promoting best practice and maximising adoption of digital solutions.

Working in partnership with clinical, governance and operational teams, the post-holder will support the delivery of quality assurance, regulatory compliance and organisational reporting requirements, ensuring high standards of data integrity and adherence to information governance, GDPR and Caldicott principles.

Through a combination of systems development, data analysis and stakeholder engagement, the Clinical Systems & Data Analyst will contribute to a culture of continuous improvement, evidence-based practice and digital innovation across Acorns Children's Hospice.

Main Duties:

Data Analysis & Reporting

- Collect, collate, validate and analyse clinical and operational data from SystmOne and other agreed internal systems to support reporting, performance monitoring and service improvement.
- Identify trends, patterns, risks and opportunities through robust analysis to support clinical effectiveness, organisational performance and strategic decision-making.
- Produce clear, timely and accurate reports, dashboards, visualisations and management information for clinical teams, managers, governance groups and senior leaders.

- Translate complex data into meaningful and accessible insights for technical and non-technical audiences.
- Develop and maintain routine and ad hoc reports to meet operational, clinical, contractual and regulatory requirements.
- Support the development of new reporting solutions to improve the accessibility and use of organisational data.

Clinical Systems Development & Support

- Support the configuration, maintenance and optimisation of SystmOne and other clinical systems to ensure they meet organisational, operational and clinical requirements.
- Work with the Senior Data and Clinical Systems Lead to develop, test and implement enhancements, templates, forms, protocols, workflows and reporting functionality within SystmOne.
- Assist in the planning, testing and deployment of new system functionality, upgrades and digital solutions, ensuring changes are appropriately documented and communicated.
- Investigate, troubleshoot and resolve system issues where possible, escalating complex matters as required.
- Monitor system performance and user feedback, identifying opportunities to improve efficiency, data capture, user experience and clinical effectiveness.
- Develop and maintain system documentation, user guidance and standard operating procedures.
- Support digital transformation and service improvement initiatives through effective use of clinical systems and technology.

Performance Monitoring

- Monitor and report on key clinical and operational performance indicators aligned to organisational objectives, quality standards and regulatory requirements.
- Highlight variances, emerging risks and areas of underperformance, escalating significant findings and supporting follow-up actions.
- Support teams in understanding and utilising performance information to improve services and outcomes.
- Contribute to the development of performance measures, dashboards and benchmarking reports to support continuous improvement.

Governance, Data Quality & Compliance

- Apply validation and quality assurance processes to clinical and operational data, ensuring information is accurate, complete and reliable.
- Support data quality initiatives through the identification, investigation and resolution of data quality issues, working with teams to improve the consistency of information recorded within clinical systems.

- Promote compliance with GDPR, Caldicott Principles, Data Protection legislation and organisational information governance policies.
- Support internal audits, inspections, quality reviews and external reporting requirements.
- Maintain robust documentation of data analysis, reporting methodologies, system developments and governance activities.
- Ensure the secure handling, storage and dissemination of confidential and sensitive information at all times.

Training & User Support

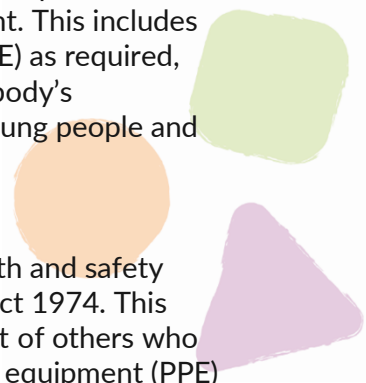
- Deliver training, guidance and support to users of SystmOne and other digital care systems, promoting confidence and competence in system use.
- Promote best practice in clinical documentation, data entry, information governance and digital workflows to improve data quality at source.
- Develop and maintain training materials, user guides and support resources.
- Act as a point of contact through the data support ticket desk for system and reporting queries, providing advice and escalating issues where appropriate.
- Support the onboarding of new system users, including access requests, user support and familiarisation with agreed processes.

Stakeholder Engagement

- Work collaboratively with clinical teams, governance functions, operational managers and other stakeholders to understand data and system requirements.
- Act as a key link between system users and the Senior Data and Clinical Systems Lead, ensuring user needs are understood and considered in system development.
- Communicate findings, recommendations and system changes clearly to a range of stakeholders.
- Contribute to a culture of continuous improvement, innovation and evidence-based practice through the effective use of data and digital systems.
- Participate in projects and working groups relating to clinical systems, data quality, service development and organisational transformation.

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It is everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.



Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE)

when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment, the post-holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk; staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

CQC Regulatory Body

Acorns is regulated by Care Quality Commission (CQC). All Employees and Volunteers of Acorns support with and influence compliance with the Care Quality Commission (CQC) regulations and support the organisation in maintaining high standards of care and service delivery. This includes an awareness and knowledge of the Key Lines of Enquiry (KLOEs). All Employees and Volunteers of Acorns will work closely with senior management to ensure that the service meets the CQC's five key domains: Safe, Effective, Caring, Responsive, and Well-led, while promoting continuous improvement and high-quality care for all children, young people and families.

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Other Duties:

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- A purple square with soft, hand-drawn edges.
1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
 2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
 3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
 4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
 5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
 6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
 7. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



Person Specification:

	Essential	Desirable
Qualifications	- GCSE English and Mathematics at grade C/4 or above (or equivalent), or evidence of equivalent literacy and numeracy. - Level 3 qualification (Diploma / NVQ / BTEC / City & Guilds) in Business Management, Health, Social Care, Data/Analytics, or another relevant field (or equivalent experience).	- Educated to Level 4 (e.g., NVQ or HNC,) in Business Management, Health/Social Care, Data/Analytics, Quality, or a related field, or able to demonstrate equivalent experience - Further study or certification in data analysis, business intelligence, informatics or digital systems (e.g. Power BI, SQL, Microsoft certifications). - Information Governance, GDPR or Data Protection training. - Training, coaching, teaching or system super-user qualification. - Relevant healthcare or digital systems qualifications.
Experience	- Experience working with data in a healthcare, social care, charity, education or similar environment. - Experience supporting the development, configuration or optimisation of SystemOne functionality, including templates, forms, protocols or workflows. - Experience producing reports, dashboards or management information using data analysis tools such as Excel or Power BI. - Experience collecting, validating and analysing data to support service delivery, decision-making or performance monitoring. - Experience supporting users with digital systems and resolving routine system, reporting or data-related queries. - Experience handling confidential and sensitive information with accuracy, professionalism and discretion. - Experience working with data quality processes and identifying opportunities for improvement.	- Experience producing or supporting data extracts and reports from SystemOne. - Experience delivering training, demonstrations or one-to-one support on digital systems. - Experience using Power BI, SQL or other reporting and analytics tools. - Experience supporting audits, quality assurance activities, regulatory reporting or service improvement initiatives. - Experience participating in system testing, upgrades or digital transformation projects.

	Essential	Desirable
Skills and Ability	• Strong analytical and problem-solving skills with the ability to interpret data and identify meaningful trends and insights. • Excellent Microsoft Excel skills, including experience using formulas, data validation, charts and reporting functions. • Ability to produce clear, accurate and timely reports and dashboards. • Ability to understand and interpret clinical and operational processes and translate requirements into practical reporting or system solutions. • Ability to investigate data and system issues and identify appropriate solutions. • Excellent verbal and written communication skills. • Ability to explain complex data, reports and system processes to colleagues with varying levels of technical knowledge. • Strong attention to detail and commitment to accuracy and data quality. • Ability to prioritise workload, manage competing deadlines and work independently. • Ability to build effective working relationships with clinical, operational and governance stakeholders. • Ability to train, support and guide users in the effective use of clinical and digital systems. • Ability to contribute to system development, service improvement and digital transformation initiatives.	• Experience creating training materials, user guides, quick-reference documents or standard operating procedures. • Knowledge of data visualisation and business intelligence tools such as Power BI. • Basic knowledge of SQL, R, Python or similar analytical tools. • Understanding of system configuration, testing and change management processes. • Knowledge of clinical terminology and healthcare data standards. • Understanding of quality improvement methodologies and performance management approaches.
Other	• Commitment to the values, ethos and family-centred approach of Acorns Children's Hospice. • Understanding of data protection, confidentiality, GDPR and Caldicott principles. • Willingness to travel between Acorns sites when required. • A positive, supportive approach to working with teams on digital and data-related tasks.	

	Essential	Desirable
Behaviours	• Will challenge the status quo • Positive, enthusiastic approach & can-do attitude • Curious, always seeking to understand and improve experience of customers • Open to change and continuous improvement • Innovative mindset and passionate about learning • Commitment to the Acorns strategy & its success	

Terms and Conditions of Employment

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Job Title:	Clinical Systems & Data Analyst
Responsible To:	Senior Data and Clinical System Lead
Accountable To:	Director of Care
Location:	Nearest Acorns Hospice (Birmingham, Walsall or Worcester)
Salary:	Band C £28,050 to £29,582 per annum
Notice:	8 weeks
Hours:	37.5 hours per week- Monday to Friday 9am to 5pm but with some flexibility to do some evenings and weekends if service needs require it.
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.