

# Job Description

**Job Title:** Clinical Data Performance Analyst

**Responsible to:** Senior Data and Clinical System Lead

**Accountable to:** Director of Care

## Job Purpose:

The Clinical Data Performance Analyst will support Acorns Children's Hospice in delivering high-quality, data-driven care by providing accurate analysis, reporting and insights across clinical and operational services. Reporting to the Senior Data and Clinical System Lead, the post-holder will collect, validate and interpret complex datasets to inform decision-making, monitor performance and highlight risks, trends and improvement opportunities.

They will support the Quality Assurance & Contracts Lead to produce clear, timely reports and dashboards that underpin quality assurance, regulatory compliance and service development, ensuring data integrity and adherence to GDPR and Caldicott principles. Working closely with clinical, governance and operational teams, the analyst will contribute to a culture of continuous improvement and evidence-based practice across the organisation

In addition, the post-holder will play a key role in supporting digital capability across care services by training teams in the effective use of care-based digital systems, promoting best practice, improving data quality at source, and maximising system functionality to enhance clinical documentation and service delivery.

## Main Duties:

### Data Analysis & Reporting

- Collect, collate, validate and analyse clinical and operational data from multiple digital care systems and other internal sources.
- Identify trends, patterns, risks and opportunities through robust analysis to support clinical effectiveness, service improvement and strategic planning.
- Produce clear, timely and accurate reports, dashboards and visualisations for clinical teams, managers and governance groups.
- Translate complex data into accessible insights to inform decision-making at all levels.

### Performance Monitoring

- Track and report on key clinical and operational performance indicators aligned to organisational objectives, regulatory requirements and quality standards.
- Highlight variances, emerging risks and areas of under-performance, recommending corrective and improvement actions.
- Support teams in understanding and using performance data to enhance the delivery and quality of care.

## Governance, Data Quality & Compliance

- > Contribute to ensuring the integrity, accuracy and security of clinical data across all systems, applying consistent validation and quality-assurance processes.
- > Promote compliance with GDPR, Caldicott principles and internal data governance policies.
- > Support internal audits, inspections, clinical reviews and external reporting requirements.
- > Maintain thorough documentation of data analyses, methodologies and reporting outputs.

## Digital Systems Support & Training

- > Provide training, guidance and support to clinical and care teams on the effective use of Acorns digital care systems.
- > Promote best practice in system use, data entry, documentation standards and digital workflows to improve data quality at source.
- > Work with the Senior Data and Clinical System Lead to optimise system functionality and support ongoing digital development.

## Stakeholder Engagement

- > Collaborate closely with clinical teams, governance functions, operational managers and other stakeholders to understand data needs and requirements.
- > Act as a key point of contact for queries relating to clinical performance data, reporting and system use.
- > Communicate insights clearly to both technical and non-technical audiences, fostering a culture of data-driven improvement.

## 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.

## Other Duties:

- 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.
- 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
- To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.

- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
- > 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: Clinical Data Performance Analyst

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>&gt; Good standard of education including GCSE English (or equivalent) at grade C/4 or above.</li> <li>&gt; Level 3 qualification (Diploma / NVQ / BTEC / City &amp; Guilds) in Business Management, Health, Social Care, Data/Analytics, or another relevant field (or equivalent experience).</li> </ul>	<ul style="list-style-type: none"> <li>&gt; 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</li> <li>&gt; Further study or certification in data analysis, informatics, or digital systems (e.g., Power BI, SQL, introductory analytics courses).</li> <li>&gt; Training or qualifications related to teaching, digital skills support, or coaching.</li> <li>&gt; Information governance or GDPR training.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Experience working with data in a healthcare, social care, education, charity, or similar environment.</li> <li>&gt; Experience producing clear reports, charts or summaries using data analysis tools (e.g., Excel, Power BI).</li> <li>&gt; Experience using digital systems or databases to extract, review, and interpret information.</li> <li>&gt; Experience supporting staff or colleagues with digital or data-related queries.</li> <li>&gt; Experience handling sensitive information with confidentiality and accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Working with clinical, care, or electronic patient record systems.</li> <li>&gt; Experience delivering informal training, demonstrations, or one-to-one coaching on digital systems.</li> <li>&gt; Experience contributing to performance monitoring, quality assurance, or service-improvement activities.</li> <li>&gt; Experience participating in audits or regulatory reporting processes.</li> </ul>
<b>Skills and Ability</b>	<ul style="list-style-type: none"> <li>&gt; Good analytical and problem-solving skills with the ability to interpret data and identify key trends.</li> <li>&gt; Confident use of Excel and ability to work with tables, formulas, charts, and data-quality checks.</li> <li>&gt; Ability to explain data or digital processes clearly to colleagues with varying levels of technical confidence.</li> <li>&gt; Strong communication skills, both verbal and written.</li> <li>&gt; Strong attention to detail and commitment to accuracy.</li> <li>&gt; Ability to prioritise workload, manage deadlines, and adapt to changing requirements.</li> <li>&gt; Ability to deliver basic training or support to teams on digital care systems.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Ability to design simple training resources (e.g., quick guides, checklists, short demonstrations).</li> <li>&gt; Basic knowledge of data-visualisation tools or analytic languages (e.g., Power BI, SQL, R, Python).</li> <li>&gt; Understanding of quality improvement or performance-monitoring approaches.</li> <li>&gt; Ability to contribute to system improvements and digital workflow optimisation.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>&gt; Commitment to the values, ethos and family-centred approach of Acorns Children's Hospice.</li> <li>&gt; Understanding of data protection, confidentiality, GDPR and Caldicott principles.</li> <li>&gt; Willingness to travel between Acorns sites when required.</li> <li>&gt; A positive, supportive approach to working with teams on digital and data-related tasks.</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Will challenge the status quo</li> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Curious, always seeking to understand and improve experience of customers</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Innovative mindset and passionate about learning</li> <li>&gt; Commitment to the Acorns strategy &amp; its success</li> </ul>	

## Terms and Conditions of Employment

<b>Job Title:</b>	Clinical Data Performance Analyst
<b>Responsible To:</b>	Senior Data and Clinical System Lead
<b>Accountable To:</b>	Director of Care
<b>Location:</b>	Nearest Acorns Hospice (Birmingham, Walsall or Worcester)
<b>Salary:</b>	Band C £27,500 to £29,000 per annum
<b>Notice:</b>	8 weeks
<b>Hours:</b>	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.
<b>Holidays:</b>	27 days plus statutory bank holidays
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
<b>Life Assurance:</b>	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.