

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09987

JOB DETAILS

Job Title:	Data Warehouse and Acquisition Lead
Pay Band:	8a
Department:	Business Intelligence & Data Warehousing
Directorate:	Digital & Health Intelligence
Clinical Board:	Executive
Base:	Woodlands House, Cardiff & flexible remote working

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Head of Business Intelligence
Reports to:	Head of Business Intelligence
Professionally Responsible to:	Director of Digital & Health Intelligence

Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things
We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

The post holder will:

Be a senior member of the Business Intelligence Department, responsible for leading the team that develops and maintains the Health Boards data warehouse, data acquisition solutions and BI applications.

Be responsible for the architectural design, development and management of the data warehouse environment used for data analytics, publishing and reporting.

Be an NHS data specialist, with hands-on expertise and knowledge encompassing the extensive range of clinical, managerial and Government performance datasets and national submissions.

Work with the Head of Business Intelligence to formulate the strategic direction of the data warehouse and acquisition services for the Health Board. This includes evolving the architecture of the current data warehouse and associated data acquisition services to support the Information Services portfolio and to align with the emerging Local Data Resource.

Adopt and promote the Health Boards strategy to democratise data including via our integrated data warehouse and acquisition resource containing both traditional secondary use (corporately defined) and innovative real-time (operational system derived) information to enable value added analysis and the use of predictive modelling tools.

Have an excellent eye for quality to ensure the highest levels of integrity and governance across all datasets. Work with other teams to identify and resolve data issues and highlight any data quality across to the appropriate data/service owner.

Have strong leadership skills and significant experience of NHS performance reporting, data and data quality management.

Have strong team management skills and mentor/develop staff to ensure the whole team can contribute. The post holder will manage direct reports and their teams who are both site based, and with cross site management responsibility.

Take a lead role in the implementation of Power BI across the Health Board ensuring safeguards are in place for devolved developments outside of D&HI.

DUTIES AND RESPONSIBILITIES

Build effective positive relationships internally, for example with departments, programmes and projects, and externally with key partners including DHCW , local authorities and Welsh Government, to ensure the potential for a robust data service planning is maximised.

Work collaboratively with other NHS Wales organisations and Welsh Government Leads to ensure alignment to national data and reporting requirements.

Work collaboratively with the Local Data Resource Programme to identify areas of commonality and alignment of service provision.

Ensure that procedures and protocols are complied with, particularly around information governance, data protection and use of patient-identifiable information.

Enable communication, planning and sharing of good practice within the team.

Communicate complex technical information relating to queries, updates, faults and changes to the Data Warehouse system with non-experts in the Health Board in a way that is understandable, persuasive and overcoming barriers to understanding or acceptance of this information.

Communicate highly complex or technical proposed changes to Senior management, clinicians, the directorate and team members where there could be resistance to change, due to impact on the service.

Engage in highly complex, technical discussions and ideas regarding changes in direction or strategic decisions within senior management meetings, with heads of information, and other senior level meetings and groups, and with external suppliers. This will involve using skills of influencing, persuading, motivational, and negotiating.

Exercise own judgment based on the interpretation of highly complex facts, figures and situations which require the analysis, interpretation and comparison of a range of options for the purpose of service planning and delivery. Create reports from internal and external sources, that allow evaluation of Business Intelligence plans and services.

In-depth knowledge and experience of programming languages, SQL Server Management Studio (SSMS), SQL Server Integration Services (SSIS) and scripting languages, and ability to write complex SQL queries, stored procedures.

In-depth knowledge and experience of implementing and managing Power BI in a large and complex organization.

Work with data providers/owners on the acquisition of additional/new data into the data warehouse.

Diagnose complex data/processing problems or inefficiencies, suggesting and providing solutions.

Ensure data is made available in a timely manner, establishing automation of reports and processes whenever possible.

Establish a standard approach for data science projects. Develop methodologies for the analysis and interpretation of data to support service redesign and research, including prediction of demand, conducting 'what if' analysis, identifying risks, exploring gains in productivity and efficiencies, and discovering opportunities to improve clinical quality.

Within the data warehouse and acquisition areas, monitor and review plans which may be long term in nature, and ensure they are adjusted for changes in local need and in response to changes in national policy, Welsh Government guidelines and best practice.

Plan and prioritise own work and that of the team to ensure effective support to all areas and delivery of key objectives.

Promote to Directorates and departments within the Health Board , the data warehouse and acquisition services' function and to be proactive and influential in its contribution to the design and delivery of the organisation's strategic and operational plans.

Within assigned Business Intelligence areas, support the planning and development of major change projects which may be contentious and impact across the whole of the Health Board, requiring the post holder to gain agreement from all grades of staff in the organisation.

Formulate long term, strategic plans around the development of the Data Warehouse, in conjunction with the Local Data Resource. This will involve understanding and evaluating the available options and formulating the best solution for the long-term which may involve uncertainty.

The postholder will require standard keyboard skills for regular use of Microsoft packages, Teams, software systems and Visio.

The postholder's duties will not require any direct contact with patients however any contact would be incidental.

Responsibility to lead on implementation of a range of data warehouse and acquisition service policy, service development and corporate initiatives which may impact across the organisation as agreed with the Head of Business Intelligence and the Information Development Manager .

Work across the organisation as appropriate in relation to collaborative schemes for delivery of joint strategy, planning and service developments.

As appropriate, identify any engagement issues where Business Intelligence Services input is required.

Support the implementation of Health Boards policies and procedures that facilitate the development of a learning culture.

Participate in the learning and development agenda within the Business Intelligence Department.

Manage any developments of the data warehouse and acquisition services by contributing to business cases and bids for funding to add additional functionality that may enhance the Information Services portfolio.

Liaise with external suppliers to ensure service delivery is in line with agreed or contractual terms.

Comply with all legal, regulatory and Health Board requirements including policies, standing financial instructions, standing orders and procedures.

Research and procure suitable training for the team, providing value for money and high-quality resources.

Responsible as line manager for the Data Warehouse and BI Applications function, with responsibility for recruitment and selection, staff appraisals, managing sickness absence, disciplinary and grievance matters, personal and career development and departmental workload and allocation.

To both lead and support relevant training and education initiatives in order to facilitate service improvement and skills development at team level, and knowledge sharing to help develop the competency of others by encouraging and developing teamwork.

Ensure that development and project Leads manage portfolios of tasks and that projects are planned, managed and delivered effectively.

Promote a culture where staff feel empowered and accountable for the service they provide, and managers are supported to lead, motivate and develop staff who feel valued and respected.

Safeguard the integrity of data contained within the data warehouse and acquisition services by maintaining the systems security patching schedules, and to include the robust encryption and pseudonymisation of data held within the Department.

Develop and implement plans and procedures for the provision of the data warehouse and acquisition support services within an ITIL framework as part of any Service Management Strategy.

Lead on any development plans where there is a requirement for data warehouse and acquisition involvement in line with the IMTP, Annual Plan and any New Service Requests.

Ensure that both electronic and hard copy documentation relating to the data warehouse and acquisition services is stored appropriately and accessible to those who may require it.

Develop and use appropriate resources including online information resources such as databases, shared files, internet/intranet information and evidence bases to support the development of service planning skills, knowledge and expertise both within and external to the Business Intelligence and Warehouse team .

Responsible for the overall maintenance and operation of the data warehouse and the acquisitions systems and process, including taking responsibility for updates and setting the strategy.

The post holder is responsible for the service planning and improvement qualitative and quantitative audits across the data warehouse and BI applications service to evaluate the impact of service planning and improvement services and relevant research to inform future service improvements.

Ensure an evidence-based approach to service redesign and consider the outcomes of relevant audit and/or evaluation work on all aspects of the role.

The post holder is expected to regularly research and explore opportunities for innovation and good practice in their portfolio area.

Working autonomously, responsible for the day-to-day organisation of own diary and tasks within the post holder's portfolio, balancing the need for proactive service development and portfolio management against the reactive demand of organisational priorities and timescales.

The post holder will be guided by key organisational policies, NHS Wales, specific local and national guidelines, advising on how these should be interpreted and implemented within specific projects.

The post holder will need to assimilate and summarise complex documents, compare facts and analyse situational data from a range of sources, develop options and assess risks and opportunities to Information Services in order to inform decision-making.

GENERAL

- **Flexibility:** Depending on your role you may be required to work across 7 days and/or on more than one site, and to work late shifts, nights and weekends. You may also be required to participate in an on-call rota or internal rotation.
- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal

duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.

- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post

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holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared: 11/04/2023

Prepared By: Kerry Ashmore

Date Reviewed: 13/04/2023

Reviewed By: Dave Price

PERSON SPECIFICATION
CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Data Warehouse and Acquisition Lead	Department:	Business Intelligence
Band:	8a	Clinical Board:	D&HI
Base:	Woodlands and remote working.		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Masters level qualification or equivalent level of work experience Advanced qualification or equivalent experience in Data Warehouse Management or Acquisition Evidence of continuous professional development.	ITIL qualified or demonstrable equivalent experience	Application Form Certificate Check Registration Card – Nurse/AHP

EXPERIENCE	<p>Development and maintenance of data warehouse solutions.</p> <p>Advanced SQL query writing ability and Integration Services package creation.</p> <p>Extensive experience and knowledge in the data warehouse development cycle including change control, documentation, upgrades and archiving.</p> <p>Extensive experience in the use and management of BI tools.</p> <p>“In-depth knowledge and experience of programming languages, SQL Server Management Studio (SSMS), SQL Server Integration Services (SSIS) and scripting languages, and ability to write complex SQL queries, stored procedures.”</p> <p>Previous NHS managerial experience, including experience in managing and planning across multiple teams.</p> <p>Experience of managing change within a complex environment.</p> <p>In-depth knowledge and understanding of WG NHS policies and IM&T strategies.</p> <p>Significant experience of managing performance monitoring and reporting processes across multiple teams.</p> <p>Significant experience of working with staff at all levels within the NHS and external partner agencies.</p> <p>Demonstrable success in building, leading, motivating and developing teams.</p>	<p>In-depth knowledge of NHS data sets</p> <p>Big Data analytic technologies, including evaluating developing technologies and solutions, designing and developing distributed processing of large data sets, data mining, scalable machine learning.</p> <p>Experience of implementing BI applications to a large and varied self-service user base.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
SKILLS	<p>Previous NHS managerial experience, including experience in managing and planning across multiple teams.</p> <p>Experience of managing change within a complex environment.</p> <p>In-depth knowledge and understanding of WG NHS policies and IM&T strategies.</p> <p>Significant experience of managing performance monitoring and reporting processes across multiple teams.</p> <p>Significant experience of working with</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>staff at all levels within the NHS and external partner agencies.</p> <p>Demonstrable success in building, leading, motivating and developing teams.</p> <p>Ability to influence at all levels</p>		
SPECIAL KNOWLEDGE	Extensive knowledge of managing BI systems and enterprise level deployments.	Power BI	Application Form Interview References
PERSONAL QUALITIES (Demonstrable)	<p>Ability to motivate a team to deliver often under pressure.</p> <p>Excellent communicator and presentation skills.</p>		Application Form Interview References
OTHER (Please Specify)	<p>Ability to travel across sites within Wales.</p> <p>Able to work flexibly and in a hybrid manner.</p>		Interview Document Check*

Date Prepared:	11/04/23	Prepared By:	Kerry Ashmore
Date Reviewed:	13/04/23	Reviewed By:	Dave Price