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Job Description and Person Specification

Job Title: Data Manager

Accountable to: Associate Director of Quality Assurance

This post is based at Central Office, Edge Lane

Nugent

The origins of Nugent date back to the 1800's and the pioneering work of Father James Nugent (1822-1905) in relation to child welfare, relief from poverty and social reform. The work of Father Nugent had a dramatic impact on the lives of thousands of vulnerable people and his work continues to this day through Nugent. We are the social welfare arm of the Catholic Archdiocese of Liverpool.

Today, Nugent offers a diverse range of support to adults and children in Merseyside through our schools, care homes, community and social work services and social enterprise. As a health and social care provider, we work at the heart of some of the most vulnerable and disadvantaged communities. We strive, not only to provide the best possible service to individuals and their families in these areas, but to generate interest, awareness and an understanding of the issues they face and the impact of this on our wider communities.

Nugent supports on average 6,000 people each year. We are a major employer in the area, employing 650 staff and supporting 350 volunteers. We courageously advocate on issues of justice and fairness.

Our Mission:

- To care, educate, protect and inspire those in need.
- To be an employer of choice.
- To be an advocate: A voice for the voiceless.

Vision:

- Our vision is be an entirely dignified & outstanding organisation by 2020.

Our Values:

- Integrity, Ambition, Courage, Compassion, Optimism, Respect and Dignity.

Nugent celebrates diversity in our organisation and in society as a whole and is an equal opportunities employer welcoming all people with a positive view of age, caring responsibilities, gender, disability racial origin, religion, sexual orientation or socio-economic background.

Overall purpose of the post:

Nugent, in our pursuit of outstanding, seeks to ensure that the performance of our services is reflected in our internal and external management information. The Data Manager will hold responsibility for overseeing the collating and analysis of data across all of Nugent's services including our education services. The Data Manager will lead the management of our internal Care Governance processes, electronic case management and reporting tool across the charity providing training, support and advice to all stakeholders.

The post holder will create, implement, develop, maintain and enhance existing databases and reports. They will play a key role in the triangulation and migration of data between a developing CareSys, EFQM, and Stakeholders.

Main duties and areas of responsibility

- Create, implement, develop, maintain and enhance existing databases and reports.
- Play Collect, compile and analyse data from various databases and paper based recording and perform statistical analyses.
- Design and prepare standard and ad hoc reports and summaries for statistical analysis and planning purposes.

Communication

The post holder must keep the Associate Director of Quality Assurance fully informed of all matters of concern within his or her remit. She/he must consult with the Associate Director of Quality Assurance if these matters of concern involve outside agencies.

Relationships

Executive Management Team (EMT)
I.T Manager
Senior Leadership Team (SLT)
External Stakeholders
QA Department

Key Tasks

- Create, implement, develop, maintain and enhance existing databases and reports (Standard Incident Dashboard, Sickness and Absence, Social Impact, and Social Return on Investment, Regulated Activity, CareSys/SIMS).
- Play a key role in the triangulation and migration of data between CareSys/SIMS EFQM, and Stakeholders.
Collect, compile and analyse data from various databases and paper based recording and perform statistical analyses.
- Design and prepare standard and ad hoc reports and summaries for statistical analysis and planning purposes.
- Meet with EMT/SLT to determine their information and research needs.
- Provide training on data analysis, SIRF, CareSys/SIMS, data management and related topics.
May develop and/or maintain various web pages as required where pertinent to Management Information.
- Design, create and implement programs and templates to collect, display and analyse data for assigned projects.
- Provide consultation, recommendations and technical assistance SLT and EMT.
- Perform research and compile data from various databases and/or sources, conduct studies and perform statistical analyses.
- Develop and/or conduct workshops and seminars on data analysis, data interpretation and related topics.

- Document procedures for future reference and may make recommendations for data analysis process improvements.
- May develop software utilizing various software development tools.
- Informal research where required, including awareness of new developments in informatics, statistical analysis and reporting.

Safeguarding

Ensuring safe practice guidelines are followed and safeguarding policies and procedures are adhered to at all times.

Additional Duties

Additional duties as and when required. The role may include evening and weekend working.

Confidentiality

It is expected that all Nugent employees will understand that our work is confidential and that personal details about clients and their families should NOT be divulged to members of the public.

Nugent and Fundraising

Nugent is a Charity and as such relies on its good reputation and voluntary contributions and donations from members of the public, from grant making bodies and corporate sponsorship.

All employees of Nugent are expected to behave in a way that enhances the reputation and image of the Charity. In addition staff are expected to be responsive to fundraising initiatives, attend public events whenever possible and generally take seriously their role in raising income for the Charity at every opportunity.

Equalities

Nugent affords all employees equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, sexual orientation, marital status, parental status etc. Nugent will ensure that discriminatory practices are identified and removed and non-discriminatory practices introduced in all areas of employment.

Information Governance & Code of Confidentiality

The Information Governance standards outline how employees must deal with personal information about employees, service users, corporate and finance information. It is a requirement that all Nugent employees', in the course of their work treat such personal data confidentially and comply with Nugent's confidentiality policies. A failure to comply with Information Governance standards may result in disciplinary action.

Basic Principles

The post holder is expected to be familiar with and work within the Basic Principles of Nugent. He/she must be prepared to operate within a Catholic Agency, while ensuring that people of other denominations and religions have their spiritual needs met.

Conditions of Service

The Conditions of Service are set out in the Nugent Handbook.

Person specification for Data Manager

Please use these specifications to define your application statement.

All areas assessed through **application form, interview and references**

QUALIFICATIONS:

Essential

Management Information Systems Diploma or equivalent.

Math GCSE or A Levels

Advanced Excel

Desirable

A good UK Honours Degree (Class I or II) and/or an appropriate Higher Degree in Statistics or in a subject containing a substantial coverage of statistical theory, methods and practice or equivalent.

EXPERIENCE AND KNOWLEDGE

Essential

3 years of experience of data analysis minimum

Advanced Excel and VBA skills

An understanding of relational databases

Capable of investigating, familiarising and mastering new data sets quickly

Contract (activity and cost) reporting

Quality and performance reporting

Comparative analysis (benchmarking)

Predictive modelling

Applied Statistics

Managing direct reports

Desirable

SQL Server Experience

Familiarity with Datix

Previous Health or Social Care experience

Exposure to large Health and Social Care data sets

Health economic analysis and Social Return on Investment

Experienced at writing complex queries and also designing and building database

Service User pathway and scenario modelling and strategic and operational planning

Experience as being part of a team, implementing a management information system and/or a Quality System.

SKILLS AND ABILITIES

Essential

Ability to work as a team and autonomously

Positive and flexible attitude

Ability to multi task and keep to deadlines

Communicate clearly and accurately both verbally and in writing including materials intended for distribution

Maintain effective relationships with peers, vendors, and others in a diverse environment

Support team decisions and follow through with team responsibilities

Interpret information, ideas and instructions

Determine causes of unusual occurrences and apply standard principles and practices to determine and implement solutions

Desirable

Ability to narrate a story with data

Creativity to design new databases and reports

SPECIAL REQUIRMENTS

Essential

Able to work occasionally outside office hours

Desirable

Driver's License