

JOB DESCRIPTION

POST:	Manager of Business Intelligence Unit (BIU)
GRADE:	5a
DEPARTMENT:	Resources Directorate
RESPONSIBLE FOR:	BI Data Team (tba)
RESPONSIBLE TO:	Executive Director Resources (BIU Vision & implementation) Director, Strategy, Workforce and Training, (Workforce Data)

JOB CONTEXT

The College's Digital Strategy is one of our key strategic enablers and will allow digital technologies to fundamentally impact all aspects of our business.

The development of a new Customer Relationship Management (CRM) system and the establishment of a Business Intelligence Unit (BIU) are seen as key components to delivering the digital strategy.

The BIU will develop, over time, our in-house capacity to source and utilise a wide range of up-to-date data and information. The first phase of implementation is the collection, analysis, modelling and reporting of surgical workforce data.

The NHS People Plan for England identified issues that need urgent attention. These include ensuring the wellbeing of the workforce, flexible working arrangements and at work facilities, increasing the supply of workforce, and new ways of working and delivering care.

The College is keen to understand the existing workforce profile in surgery across all specialties, all grades and UK-wide, and how this is developing to meet new challenges. We wish to work with our specialty colleagues to develop a picture of the current workforce and the issues that are of concern to them in order to support the profession through our press, policy and public relations agenda.

The Manager of the BIU will help us define our vision and start to implement some practical data collection activities in collaboration with our partners.

JOB SUMMARY

The Manager of the Business Intelligence Unit (BIU) will support the College's phased development of a BIU; leading the establishment and implementation of a workforce data collection, analysis, modelling and reporting function in the first instance.

KEY RESPONSIBILITIES

Support the Executive Director, Resources to:

- Develop a clear long-term vision of the College's data and intelligence needs, across all professional areas of activity.
- Plan and get agreement around the future phasing of the BIU development, including workforce data as the first phase.
- Ensure integration with College CRM.
- Develop and deliver implementation plans for each phase of the BIU when appropriate.

SPECIFIC DUTIES AND RESPONSIBILITIES

WORKFORCE DATA

Support the Director, Strategy, Workforce and Training to:

- Work with colleagues across the College, on College Council, within the Federation of Surgical Specialty Associations (FSSA) and within individual Surgical Specialty Associations (SSAs) to develop and deliver a consistent, cross-specialty, UK-wide mechanism for collecting workforce data.
- Develop, agree and implement a memorandum of agreement between all parties which underpins our joint working.
- Clarify our understanding of the General Data Protection Regulations (GDPR) implications in relation to this activity and put in place appropriate data sharing agreements amongst all parties.
- Establish and provide ongoing support to a joint cross-specialty, RCS England Board to oversee and direct workforce data collection activities
- Work with the Board to:
 - Establish appropriate mechanisms and methodology to underpin the collection of workforce data.
 - Establish the core and any additional content of any census/surveys.
 - Design and deliver the report on findings, including using infographics, reports, presentations etc.
- Support the College's Surgical Workforce Group (SWG) to work up options and to further refine the College's workforce strategy.

MANAGEMENT OF STAFF

- Establish the BIU's future staff requirements, develop the business case to support the appointment of new staff, support the recruitment process.
- Manage staff working within the BIU.
- Set and regularly review staff objectives ensuring that they support the overall strategic plan for the BIU.

GENERAL

- The post-holder is expected to be proactive in representing the College at a professional level in relation to his or her responsibilities and in ensuring their own continuing professional development.

- Undertake such duties appropriate to the grade, as required by the Director, Strategy, Workforce and Training and Executive Director, Resources.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

22 February 2021

PERSON SPECIFICATION

POST: Head of Business Intelligence Unit (BIU)

GRADE: 5a

DEPARTMENT: Resources Directorate

RESPONSIBLE FOR: Data Team (tba)

RESPONSIBLE TO: Executive Director Resources (BIU Vision & implementation)
Director, Strategy, Workforce and Training, (Workforce Data)

All of the following are essential unless otherwise stated.

General and professional education	Application	Interview
Educated to degree level or equivalent	✓	✓
<i>Desirable</i> Postgraduate qualification	✓	✓
People and Interpersonal Skills	Application	Interview
<ul style="list-style-type: none"> • Proven ability to work with a wide range of internal and external stakeholders, to negotiate and develop consensus. • Good written and verbal communication skills • Ability to prepare high quality papers and reports • Proven office management, administrative and budgeting skills • Proven ability to prioritise tasks and work to deadlines under pressure • Flexible approach to working, able to adapt to varying demands 	✓	✓
Knowledge and Experience	Application	Interview
<ul style="list-style-type: none"> • Experience of working in a similar employment environment • Experience of change management in a similar environment 	✓	✓

<p>Personal Qualities</p>		
<ul style="list-style-type: none"> • Professional managerial approach • Flexible team leader and team player • Efficient time management • Careful attention to detail • 'Can do' positive attitude • Evidence of significant initiative • Diplomacy; discretion and sensitivity 		✓
<p>Technical competencies</p>	Application	Interview
<p>Utilising IT - Uses relevant software packages and IT skills to effectively manage information and to create and improve data processing procedures, with competence in the following areas:</p> <ul style="list-style-type: none"> • Intermediate-to-advanced Microsoft Access (Relational database theory, advanced query writing, setting up forms, data management, updating and maintaining tables of data) • Intermediate-to-advanced Excel (formulae writing, managing multiple worksheets, filtering data, pivot tables, dashboards, data analysis and reporting) • Basic-to-intermediate Word (Formatting text, review/track changes, template building, paragraph styling, referencing) • Basic-to-intermediate Outlook (managing calendars, scheduling meetings, effective e-mail management, managing tasks, flagging & categorising emails) <p>Presenting/ Explaining - Presents technical information clearly and concisely to non-technical audiences, with competence in the following areas:</p> <ul style="list-style-type: none"> • Verbal/audio-visual presentations to non-technical audiences 	✓	

<p><i>Desirable</i></p> <ul style="list-style-type: none"> • Survey-building software experience • Adobe Acrobat Pro experience • Experience using business intelligence software • Experience using project management software 	✓	
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The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to race/ethnicity, national origin, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability

22 February 2021