Job title: Data Analyst

Reports to: Lead Analyst

Team: Insight & Analytics

Key relationships: Insight & Analytics Team, Development Hub Team, Product Managers, Project Managers, Project Coordinators

Assurance statement:
The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Job Overview:

The Benchmarking Network are looking for an experienced Data Analyst with analytical and problem-solving skills to join our team in delivering high-quality, evidence-based insights to the health and social care sector. The primary purpose of the role is to manage, review, validate, analyse and interpret a variety of datasets, with a core focus on extracting meaningful insights that inform service improvement and strategic decision-making.

The Data Analyst will be involved in collecting, processing, validating, and analysing large datasets, producing visualisations and reports, and contributing to the design of benchmarking projects and products. Working collaboratively with cross-functional teams, the Data Analyst will play a key role in delivering impactful analytics to our clients.

Roles and Responsibilities:

1. **Data Collection and Acquisition**
   - Gather data from primary (internal systems, surveys) and secondary (public datasets, APIs) sources.
   - Collaborate with IT and data engineers to access relevant data.
   - Automate data collection and reporting processes using Python, R, or SQL.

2. **Data Cleaning and Preparation; Analytics Processes**
   - Handle missing or inconsistent data.
   - Format and structure data for analysis.
   - Use tools like SQL, Excel, R, Python for wrangling.
   - Provide support for analytics processes, methods and tools to ensure maximum efficiency, accuracy, and security.
   - Create processes to validate data across several datasets.
   - Manipulate and move data in various formats and from/to different systems.
   - Ensure data stored in various systems is correct, accurate and reliable.

3. **Data Analysis and Interpretation**
   - Analyse raw data, perform exploratory data analysis (EDA) to find trends, patterns, or anomalies.
   - Use statistical techniques to test hypotheses or model relationships. Should be comfortable with analysis methods such as correlation, regression and hypothesis testing, in both parametric and non-parametric forms.
   - Interpret trends and deliver actionable insights to clients.

4. **Reporting and Data Visualisation**
   - Provide support to operational work – regular reporting projects. Maintain tools and dashboards, and update data regularly.
   - Build recurring reports and automate them when possible.
   - Design and create visual representations of data: dashboards, charts, and reports using tools like Power BI.
   - Present data in a clear, understandable way to clients.

5. **Reporting, Storytelling with Data, and Communication**
   - Translate technical findings into data insights. Explain analytical findings in a compelling, digestible format to non-technical audiences.
   - Bridge the gap between data and decision-makers.
   - Communicate results through presentations, reports, and briefings.
   - Ensure developed products are delivered to set timescales.

6. **Cross-team Collaboration**
   - Work with all teams: programme teams, product team, dev hub, network development and others.
   - Collaborate with and understand programme team's requirements.

Person Specification

	Essential	Desirable
University Degree or equivalent.	✕	
At least 2 years' industry experience.	✕	
Strong background in technology, mathematics, or another related field	✕	
Knowledge of mathematical concepts such as correlation analysis, hypothesis testing, and regression, and being able to carry out this analysis in both parametric and non-parametric forms	X	
Excellent IT skills including fluency with all Microsoft packages, particularly Excel, Word, PowerPoint, PowerBi.	✕	
Experience in R programming language, including RShiny and/o RMarkdown.	✕	
Experience in Python programming language.		✕
Knowledge and proficiency in working with database systems (SQL/PostgreSQL) and writing performant SQL queries.	✕	
Experience in data manipulation, data cleaning and preparation.	✕	
Experience in data analysis and interpretation, data modelling.	✕	
Experience in data visualisation.		
Ability to meet project deadlines.	✕	
Strong track record of problem-solving ability and troubleshooting skills.	✕	
Evidence of excellent communication and interpersonal skills. Clearly communicate technical concepts to both technical and non-technical audiences.	✕	

	Essential	Desirable
Self-motivated and capable of working independently, while also enjoying collaboration and contributing as a team player.	✕	
Experience and desire to work in a team.	✕	
Adaptability and willingness to learn new technologies.	✕	
Willingness to work flexibly and adaptably.	✕	
Experience in working with healthcare-related datasets.		✕
Knowledge of the NHS and its organisational structure.		✕
Experience of line management and mentoring of junior colleagues.		✕

Personal Attributes

	Essential	Desirable
Highly motivated and curious about our members, the work we do, how we can improve, how we can ensure maximum impact to benefit members and the delivery of healthcare services.	✕	
Eager to participate in and contribute to a learning environment and to your own professional development.	✕	
Detail oriented with excellent organisational skills.	✕	
Highly professional in your internal and external communications.	✕	
Committed to working with the highest level of integrity.	✕	
Committed to the ongoing development of a strong and positive team culture.	✕	
Genuinely interested and enthusiastic about developing and delivering quality improvement activities for our stakeholders.	✕	

Equality and Diversity

The Benchmarking Network aims to create and encourage an environment that is committed to promoting equality, diversity, working inclusively, and valuing the differences that individuals can bring to the workplace. We uphold these principles in our organisational values and behaviours towards each other and our patients. All staff should be afforded equality of treatment and opportunity in employment irrespective of age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexuality, or other personal circumstances.

Hours of work and location

You are required to work 37.5 hours per week Monday – Friday with core hours of 10am – 4pm. We operate a hybrid working environment, which means you may be required to work from our Manchester office on occasions (as required for meetings and events). Your main base will be Manchester, but travel may be required to other locations.

We provide a flexible working environment to ensure that you can meet the needs of the business while enabling accommodation of personal and family commitments.

The Benchmarking Network may require you to work over and may also need to vary your hours of work, including your starting and finishing times, to meet the exigencies of the service. Should it be

necessary to make any major or permanent change you will be given a reasonable period of notice after consultation.

Confidentiality

All employees are required to observe the strictest confidence with regards to any client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work and its employees.

You are required not to disclose any confidential information either during or after your employment with The Benchmarking Network, other than in accordance with the relevant professional codes.

Failure to comply with these regulations whilst in the employment of The Benchmarking Network could result in action being taken under the disciplinary policy.

Data Protection

All employees must adhere to the Policy on the Protection and use of Personal Information, which provides guidance on the use and disclosure of information.

Health and Safety

The Benchmarking Network expects all staff to have a commitment to promoting and maintaining a safe and healthy environment and be responsible for their own and others welfare.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Integrated Governance Policy, contributing to Organisational Learning.

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