Job description and person specification

Londonwide LMCs & Londonwide Enterprise Ltd

Job Description

Job title:	Data & Business Analyst
Accountable to:	Associate Director of Data & Information Governance
Responsible to:	Database & Membership Manager
Job purpose	The Data & Business Analyst role is a key resource supporting the delivery of organisational objectives relating to improving the use, access and analysis of the data and intelligence available, so that it can be used to support decision-making, strategy development and organisational effectiveness. Working as part of the business resources team to provide data and business analysis to support the delivery of the Londonwide LMCs' vision, values and strategic objectives by: • designing and delivering better methods for showing outputs and value from the work being delivered across the organisation • increase knowledge and access through improving information and knowledge sharing • improve decision-making through better access to the data to support the process • and enhance innovation.
Main responsibilities	To support the organisation in the following areas: • Analyse collected data and put into a format that others can easily interpret. • Utilise tools such as statistical analysis, data visualisation, including producing and maintaining Power BI Dashboards and reports for the organisation • Prepare datasets utilising a variety of data sources, including the Company database and CRM, the LMC Data Bank, documents on the company SharePoint site, and other external data sources/reports. • Work across the organisation to help teams share intelligence using established tools and networks • Using relevant technology to gather contextual data from different sources to meet user needs.

	• Identifies opportunities to make analysis more efficient across a programme of work/team/group, including use of Power Automate. • Support the production of best practice and user guides for data and analytics • Deliver internal user support, where required in the use of Power BI dashboards that have been developed. • Ensuring data quality and accuracy in all analysis and outputs, aligning data sets where necessary. • To assist the Database and Membership Manager with maintaining the Membership database including, preparing, cleansing and validating the data set. • Proactively seeks information to better understand their role, how teams around them operate and how the wider business operates. • Understands data protection and information governance legislation and guidance relating to the use of data. Understands the ethical and confidentiality considerations when using data. • To support the CRM and Database replacement project. • Provide reporting and analysis to support commercial activities. • To provide cover within the Resources Directorate as required. It is envisaged that there will be scope for development, enabling the post holder to further support and assist the directorate and organisation.
Strategic/operational scope	This is an operational role to provide data and business analysis to support the delivery of the Londonwide LMCs' vision, values and strategic objectives.
Relationships	To form and maintain effective relationships with internal colleagues.
Knowledge	Good knowledge and experience of Power BI and Power Automate to set up dashboards and reports from a variety of data sources. Keeps abreast of new and evolving technologies, tools, and analytical techniques to deliver data and business analysis effectively.

	To keep up to date with legislation, regulations, guidance, and policies, and to proactively contribute to the work of the Londonwide LMCs and its subsidiary Londonwide Enterprise Ltd.
Communication	Excellent inter-personal and communication skills are vital, in order to:- • Develop and maintain positive relationships with colleagues and stakeholders at all levels. • Communicate effectively internally and externally with technical and non-technical colleagues using appropriate mediums with awareness of the need to translate technical concepts into non-technical language. • Proactively seeks perspectives from non-analytical colleagues including subject matter experts and clinicians to support projects
Londonwide Enterprise Ltd	To work jointly in the interests of Londonwide Enterprise Ltd, undertaking work for LEL as required
Place of work and Travel	This role is based at the company's London offices in Tavistock Square, although regular homeworking is supported. Travel to the office (commuting) or to external meetings in a timely way is required according to business need. If driving for work a risk assessment must be completed including details of appropriate insurance and licencing.
Policies and procedures	To be familiar with Londonwide LMCs/Londonwide Enterprise Ltd policies and procedures and act in accordance with them at all times.
Technical	Utilise information and communications technology (ICT) including Power BI, Power Automate, Office365, databases to achieve the objectives of the post.
Appraisal	Participate in the appraisal system and attend regular supervision meetings with the line manager, [enter].
Data protection and confidentiality	To treat information appropriate with confidentiality, complying with the requirements of the Data (Use and Access) Act 2025, Data Protection Act 2018, UK GDPR and subsequent guidance implemented by the Information Commissioner's Office.
Health and Safety	To contribute to creating a healthy and safe environment by following the safe systems set out in the Health and Safety policy. To be familiar with this information and to act in accordance with it.

Equality	Operate at all times within an equality framework, upholding the principles of the company's equality and inclusion policy.
Other duties	Undertake any other duties as required in order to fulfil the objective of the post.
Review	This job description will be subject to regular review and Londonwide LMCs / Londonwide Enterprise ltd reserve the right to amend or add to the duties and responsibilities listed. The post holder is required to be flexible in developing the role in accordance with changes in the NHS and with the changing agenda, policies and priorities of Londonwide LMCs / Londonwide Enterprise Ltd.

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Person Specification

Criteria		Essential	Desirable	How tested
1. Qualifications	Graduate calibre with degree / other relevant qualification, or equivalent experience	√		CV
	Recognised qualifications/experience in programming languages, eg python and SQL.		√	CV
2. Role Experience	Experience of working across teams in a complex and demanding role, requiring good time management and prioritisation of workload.	√		CV/ Interview
3. Task experience	Direct experience of data and business analysis in a healthcare, legal, business or regulatory environment.	√		CV/ Interview
	Demonstrable experience of planning and delivering data and business analysis dashboards and reports utilising a variety of data sources reflecting qualitative and quantitative content.	√		CV/ Interview
	An understanding of the value of qualitative information and has experiences of utilising this in reporting and analysis	√		
4. Specialist knowledge	Good knowledge and understanding of relevant legislation and best practice in analysing data.	√		CV/ Interview
	Programming languages and technology, including Power BI.	√		
	Understanding of the importance of Data Protection and Information Governance within data analysis.	√		CV/ Interview CV/ Interview

Criteria		Essential	Desirable	How tested
	Understanding of AI and AI governance		√	
5. Key skills	Excellent analytical skills to effectively find, collect, organise and interpret various types of data and present this in a way that is easy to understand.	√		CV/ Interview
	Able to summarise and interpret information accurately, making use of different sources and to conduct basic analyses of key data sets utilising a working knowledge of relevant data analysis packages, including the use of Power BI.	√		CV/ Interview
				CV/ Interview
	Uses the most appropriate medium to visualise data in an accessible way so others can understand the trends, outliers and patterns in the data.	√		
				CV/ Interview
	Ability to work independently to deliver a wide range of tasks often with tight deadlines, taking ownership for identifying and solving problems, whilst recognising when to escalate issues or seek support/clarification.	√		
				CV/ Interview
	Demonstrates high attention to detail in checking information/ evidence for accuracy and validity.	√		
	Able to make sense of big data sets using programming language (for example R or Python)		√	
	Understands the concept of data being fit for purpose and can prepare and cleanse data, including verifying and validating the data and analysis.	√		
	Experience in data cleaning techniques such as removing	√		
			√	
Criteria		Essential	Desirable	How tested

Criteria		Essential	Desirable	How tested
	duplicates, handling missing data and data normalisation.			
	Able to work with APIs to access, transform, and integrate data from various sources.	√		
	Able to collect, measure and track progress against organisational objectives.		√	
	Capability to design and implement user friendly interfaces for data input and retrieval.		√	
	Able to identify repetitive manual tasks and suggest opportunities for automation.	√		
	Problem solving skills. Applies a curious and analytical mindset, proactively seeks to understand the changing business context, identify problems and work with colleagues to implement solutions.		√	
	Understands the basic principles of project management and how they can be applied in the environment to be able to support projects effectively within team / analyst roles.	√		
	Ability to respond flexibly to shifting demands and respond positively to ongoing change.			
6. Relationships	Proactively builds relationships that enable effective cross-directorate collaboration with an understanding how teams can support each other to achieve their aims.	√		CV/ Interview
7. Interpersonal skills	Able to effectively communicate findings to senior non-specialists.	√		CV/ Interview

Criteria		Essential	Desirable	How tested
	The ability to communicate complex issues in easily understood documents and in person.	√		CV/ Interview
	The ability to present information clearly, succinctly and accurately is essential.	√		
8. Strategic/ operational exposure	Awareness and understanding of the NHS Environment and General practice.		√	CV/ Interview
9. Project management	Prioritisation skills to manage time optimally whilst able to balance manage competing demands. Demonstrates strong commitment to quality and delivery.	√		CV/ Interview
10. Record of delivery	Has been involved in data and business analysis in a public sector environment or legal, business, regulatory or healthcare environment	√		CV/ Interview
11. Technical skills	Effective user of technology to find and interpret data, organise and track data sets, provide visual analysis of the data.	√		CV/ Interview
	Good understanding and application of common programming languages, including SQL and python.	√		
	Good working knowledge and experience of Power BI and Power Automate to set up dashboards, reports.	√		
12. Continuous professional development	Commitment to continuous improvement	√		CV/ Interview
	Awareness of own limitations	√		CV/ Interview