

## **IBD REGISTRY DATA SERVICE MANAGER**

### **JOB CONTEXT**

The IBD Registry is the first and largest repository of UK IBD data, and our mission is to provide better understanding based on data, to enable better treatments, better medicine, and better information for clinicians and for patients. We're looking for a motivated and organised Data Service Manager to manage the data-related tools, systems and processes that are at the heart of our service: the Infoflex Webtool (and related toolset) that we provide to hospitals, its data and its platform; the data interactions with our University specialists; and, of course, our hospital users who use the system to enter data.

More information about our organisation can be found on our website: [www.ibdregistry.org.uk](http://www.ibdregistry.org.uk)

### **JOB TITLE**

Data Service Manager

### **MAIN DUTIES**

The Data Service Manager is responsible for maintaining and updating the data-related tools, systems and processes of the IBD Registry (the Web Data Tool, the master Registry Patient Management System) and interfacing with data and technical platforms that interface with them (the University of Liverpool's data analytics team, the NHS, server hosting companies). We will provide in-depth training in our Infoflex toolbase and third party elements such as Sitefinity software so that this role will become the primary knowledge base within our organisation for the tools we use and the data that flows through them. Maintaining security of patient data is paramount; we will provide full training in Information Governance (IG) and passing the IG certification is a condition of the role.

### **REPORTING AND KEY RELATIONSHIPS**

The role reports to the Chief Executive Office, and has key relationships with the Client Support Manager, the Data Analytics Hub (University of Liverpool), the software provider (CIMS) and the technical platform provider. There are also important relationships with the Medical Director and the Clinical Leads and the Business Support Manager.

### **ROLES AND RESPONSIBILITIES**

#### **Client-focused service**

1. To make changes to site and user information as required, including monitoring the system for users who are no longer active (or appropriately active) and working with the Client Support manager to proactively assist them, or remove them where necessary.
2. Working with the Client Support Manager, to set up new clients (Trusts) on the Web Tool systems; provide helpline support together with data/technical resolution required to support them
3. To collate feedback (directly from users and indirectly from the data team) about any problems or suggestions for changes relating to the use of the Web Tools, and to suggest and then make changes to the Sitefinity browser interface design
4. To help support the development of relevant User Group(s) for the Registry software and processes

5. To further widespread adoption of the Registry data entry tool by suggesting then undertaking actions as appropriate: giving demonstrations on site, discussing with key Trust technical leads, etc

#### **Tool and system administration**

6. To undertake the day-to-day management of the Registry Web Tools and corresponding database, ensuring they are functioning correctly and liaising with the support companies as any problems arise.
7. To undertake routine system maintenance processes for the InfoFlex databases, to conduct User Acceptance Testing on software upgrades to both InfoFlex and Sitefinity. and to ensure that server backup processes and schedules are functioning correctly.
8. To develop an expertise equivalent to 'super user' level in the InfoFlex and Sitefinity software systems.
9. To produce routine and 'ad hoc' data reports from the Web Tools as required using the InfoFlex software tools, Excel and any additional statistical software the Registry may adopt.
10. To develop and maintain relationships with the relevant suppliers of the software and hardware that underpin our tools and processes.

#### **Data Handling and Information Governance**

11. To maintain the core Registry dataset, making changes to the database fields and code lists (both in the Web Tool and in the Patient Management System) as required to maintain alignment
12. To support the processing of approved third party requests for data, ensuring appropriate information governance approvals and data controller sign-off, preparing data files for applicant and securely transmitting appropriate data files
13. To be the Information Asset Owner for any relevant data in the data capture and transfer system, undertaking and passing each year the required Information Governance training
14. To understand IBD Registry Information Governance and Data Security policies and procedures and to ensure that all data processing activities comply with these.
15. To review the audit trail information on access to the Registry systems and monitor for any inappropriate activity or inactive usernames.
16. To import the quarterly data submissions from hospitals from the NHS Digital portal or equivalent NHS systems in the devolved nations.
17. To provide standardised reports on the Registry data to the Registry Team and to individual IBD Teams in hospitals.
18. To support access to or secure transfer of the IBD Registry data for authorised users.
19. To support the data collection, analysis and reporting requirements for approved research and pharmacovigilance projects as required.

#### **Other**

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20. An awareness of Health and Safety legislation, demonstrated in safeguarding the actions of both yourself and others at all times
  21. To work within company policies and procedures at all times, proactively raising suggestions for improvement where-ever seen, and writing procedures or supplying content for them where required and requested.
  22. To maintain appropriate records and logs as may be required (proactively suggesting if none) so that there is a followable trail of information
  23. Where not otherwise specified, to be the primary 'point of contact' for data related enquiries, escalating or forwarding communications to colleagues as appropriate
  24. Any other duties as may be reasonably expected and are commensurate with the level of the post.

## **PERSON SPECIFICATION:**

### **Essential:**

1. Degree-educated in a relevant subject (e.g. maths/science, (bio)statistics, information, technology)
2. Relevant data and technology experience in management or technical administration of a web-based tool (ideally the Infoflex system that we use, but as this is unusual outside the hospital world, please describe how you would apply and adapt the experience you have in a relevant tool)
3. Experience or demonstrable understanding of managing a project, including on-time deliverables, and managing staff/outsourced third parties providing inputs for those deliverables
4. Understanding data structures and data management, and experience in designing and producing reports as required. (Experience of working with databases, including SQL, will be beneficial for the future).
5. Analytically minded, ideally with understanding of statistical approaches, but primarily with the ability to go beyond the figures and see the story
6. Highly proficient in data-manipulation tools, including Excel and proficient in cloud-based office IT, such as Sharepoint, MS365 and standard tools such as Outlook, Word, Powerpoint, etc.
7. Demonstrable understanding of Information Governance and Data Security issues.
8. Organised and methodical, with strong time management and work planning skills, including the ability to be flexible where the team schedule requires it
9. Innovative and active problem-solver, open to new learning and continuous self-development
10. Strong team-working skills, with a collaborative approach to working.
11. Excellent interpersonal skills, written and spoken, for technical support for clients and projects.

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## **SALARY AND OTHER DETAILS**

This is a permanent full time role (5 days/week) and offering a salary of £32,000 -£35,000 FTE .

We offer 25 days holiday each year plus 8 Bank Holidays; a 4% employer's contribution to your pension; all our clinical staff are hospital-based so we are experienced at remote and flexible working. Our fulltime working week is 40 hours/week, and there may be a requirement to periodically work outside of standard office hours, for example, to fit in with clinical schedules.

We are a young growing company, and so there is great scope for skills development and real career development opportunity.

## **KEY DATES AND HOW TO APPLY**

Closing date for applications: Monday 14<sup>th</sup> May 2018 @ 9am

Interview dates: Thursday 17<sup>th</sup> May (evening also possible) and Friday 18<sup>th</sup> May .

Interviews will be at the offices of the BSG (British Society of Gastroenterologists) in Regent's Park, London, but the role will be based south of London - we will soon be relocating to the Epsom-Sutton area, only 30 minutes train journey from Waterloo, Victoria and Blackfriars, 15 minutes from Wimbledon. You must have the right to work in the UK.

Please indicate in your return email if you cannot attend a certain day, and if you have a preference for a morning, afternoon or the Thursday evening (we cannot guarantee we can meet your preference but it helps us to know)

To apply, all candidates are required to complete and submit the following:

- your CV (maximum 2 pages), including details of your education
- a covering letter (maximum 2 pages) covering three points: why you are the right candidate for this role; how you fit the Person Specification, plus details of your current salary package and notice period, and contact details of two referees including the context in which they know you (one of these should be your current or most recent employer)

(Please note that we will not accept applications that are just a generic CV)

We can only accept applications from candidates who have the right to work in the UK.

If you have any questions, or would like to talk with us beforehand, please email us on [support@ibdregistry.org.uk](mailto:support@ibdregistry.org.uk) (also for a talk - so that we can arrange a time for a conversation).

We will be shortlisting and inviting for interview in the morning of Monday 14<sup>th</sup> May; we will inform you if you have not been invited for interview.

Your referees may be contacted prior to a final decision being made, and only after you have attended the interview and with your permission.

An employment decision and offer of employment will be made promptly. We will be looking for the successful candidate to start as soon as possible.

*This document describes the main elements of the job. This a new role in a young organisation and this description is a guide to the expectations and main duties as we understand them currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. This document is subject to review on an on-going basis.*