

**Job Title:** **Clinical Information and Data Executive**

**Reporting To:** **Associate Clinical Operations Director (South)**

**Job Summary:**

The Clinical Information and Data Executive is a detail-driven and collaborative data professional who is responsible for the management of data requests and data reporting within the clinical team. They will support with analysis and interpretation, ensuring data is accurate, accessible, and strategically used to drive the function of clinical operations.

In addition, the Clinical Information and Data Executive will support the Charity in making data-driven decisions by collecting, analysing, and reporting on data related to service delivery, impact, and organisational performance. The role will ensure data integrity, support monitoring and evaluation, and contribute to strategic planning and to support with the communication of the Charity's public benefit, supporting with brand and reputation. The postholder will be both a hands-on technical lead and cross-team collaborator, improving systems, process and insights that support clinical development.

**Main Duties of the Post:**

**Data governance and release protocols**

- Manage an electronic system for receiving, recording, monitoring, and actioning data requests—both internal and external.
- Ensure prompt provision of data for investigations, risk management, and safeguarding purposes.
- Ensure all data shared externally complies with the Charity's Data Protection Policy, GDPR, and any relevant contractual or legal obligations.
- Implement and maintain verification procedures to assess the accuracy, relevance, and sensitivity of data prior to release.
- Coordinate with senior leadership to secure formal approval prior to the release of any datasets or reports intended for third-party use, particularly where public presentation or publication is involved.
- Maintain a data release log documenting what data was shared, with whom, for what purpose, and under what conditions. Ensure all data requests are logged, tracked, and records are completed accurately.
- Assess and mitigate risks associated with data sharing, including anonymisation where necessary.
- Provide guidance and training to staff on protocols for external data requests and ensure consistent application across the Charity.

### External data requests

- Oversee the process for receiving, monitoring and managing external data requests (e.g., requests for statements).
- Manage requests for patient records accordingly, once approved by the Caldicott Guardian.
- Support the CQC Registered Manager with data provision to its regulator as part of engagement; directly monitoring assessments and / or inspections.
- Provide data to external supporters as authorised.

### Internal data requests

- Oversee the process for receiving, approving, monitoring and managing internal data requests.
- Work in line with Data Governance and release protocols when internal requests for data are linked to external communication.
- Provide data to support applications for grant funding / corporate sponsor support.

### **Data-driven external communication and brand development**

- Support the development of evidence-based messaging that highlights the organisation's impact, reach, and public benefit.
- Provide accurate data, key facts, and statistics to enhance stakeholder trust and support fundraising, advocacy, and public engagement.
- Contribute to the Charity's reputation as a transparent and accountable entity by supplying data for annual reports, public statements, campaigns, and digital content.

### **Report presentation and provision**

- Use the Charity's data systems to develop reports as required by the clinical management team.
- Ensure consistency and high quality in report presentation.
- Produce regular reports for funders, senior management and trustees.
- Provide monthly and annual reporting (based on agreed criteria and templates) to the Senior Leadership Team (SLT) and for organisational reporting purposes.
- Support the Charity in meeting statutory reporting requirements, including demonstrating public benefit in annual reports.
- Assist teams in using data to assess service effectiveness and improve delivery.

### **Data system management - RADAR Healthcare**

- Provide reports from RADAR Healthcare for all system functions using report builder and analytics functionality.
- Maintain a directory of shared / developed reports detailing their content for use by managers / other data colleagues.
- Work with the Quality and Patient Safety Manager and Group Quality and Compliance Manager to interrogate data to proactively identify themes and trends to support ongoing quality and effectiveness.

- Develop subject expertise in RADAR Healthcare Analytics.

### **Data system management - HEMSBase**

- Support the clinical management team with clinical audit and interrogation of clinical data.
- Develop expertise on the development and analysis of the patient database (HEMSbase) to support data-driven improvements in patient care within the service.

### **Other data systems and management**

- Support with data management for other Charity systems.
- Identify and interact with internal and external available data sources as required.
- Support with the management of data sharing agreements as required.
- Develop, maintain and continuously improve standard operating procedures and guidance for clinical data management processes.
- Drive consistency in data practices across the organisation.

### **Data analysis and analytics**

- Develop expertise in analysis of data from internal data systems enabling triangulation of data information to support strategic thinking and actions.
- Utilise approved analytic systems for providing live / most up to date information (e.g., RADAR Healthcare analytics / Zoho).
- Analyse and interpret external data from partners and stakeholders providing summative findings.

### **Quality, outcome and experience data**

- Support with the development and maintenance of systems relating to patient outcomes, linking data from external sources (e.g. hospitals / ambulance service / national audits / aftercare referrals / patient and relative surveys).
- Support with data reporting from users of services feedback (e.g., patient and relative surveys).
- Provide support to the clinical and operational audit process.

### **Resilience, business continuity and transformation**

- Work in collaboration with the Senior CRM & Data Insights Executive to ensure the organisation's data needs are met in relation to systems, data management and processing.
- Work in partnership with the Senior CRM Data Insights Executive to cover activities in the event of absence.
- Develop process maps for functions for use by others as required.
- Contribute to the Charity's digital transformation processes.

### **Compliance**

- Work with data in accordance with the Charity's information governance policies, particularly to data security and confidentiality.
- Comply with professional codes of conduct, relevant legislation and regulatory requirements.
- Ensure data security and compliance with GDPR and other relevant legislation.

### **Other requirements**

- Support with wider projects and workstreams relating to data and digital, as required.
- Maintain and improve competencies through continuous professional development.
- Be flexible and carry out other associated duties that may arise, develop, or be assigned in line with the broad remit of the post.
- Adapt to emerging Charity needs and undertake other duties as required.

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.**

## **ADDITIONAL INFORMATION**

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder. The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development.

## **CHARITY POLICIES & PROCEDURES**

All employees must adhere to and perpetuate all Charity policies and procedures including those relating to Fraud management, Whistleblowing, Information governance, Code of Conduct, Health and Safety, Confidentiality, No Smoking at Work and Equal Opportunities in Employment; including responsibilities under the Disability Discrimination Act. Failure to do so may result in disciplinary action.

## **CONFIDENTIALITY**

All employees must observe and comply with the requirements of the Data Protection Act 2018, and associated legislation, and with the Common Law Duty of Confidentiality. The unauthorised use or disclosure of donor, staff or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018, or associated legislation.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

There is a requirement to participate in the Charity's Personal Development and Review process. Personnel are required to attend training as required by the Charity to help them perform their role safely and competently and to ensure the safety of others. This includes induction and refresher training at charity set intervals, as defined in the Workforce management policy.

## **DISCLOSURE AND BARRING SERVICE (DBS)**

Post holders whose work involve, or may involve, direct contact with vulnerable adults and/or children, and/or with access to managing accounts, are subject to DBS checks every three years. Where you work directly with vulnerable adults or children, under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered 'spent'. There is an ongoing obligation to declare any civil or safeguarding issues, investigations, convictions and cautions against you, during the course of your employment.

## **DIVERSITY AND EQUAL OPPORTUNITIES**

The Charity welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

## **FREEDOM OF INFORMATION**

The post holder must be aware that any information held by the Charity in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Charity's policies.

## **HEALTH & SAFETY AT WORK ACT**

The post holder is required to take responsible care for the health and safety of him/her and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the charity to ensure that statutory and charity safety regulations are adhered to.

## **MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS**

Reducing risk is everyone's responsibility. All staff in the charity must attend training identified by the Chief Executive (or by the Business Manager). The charity uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve the service provided. All employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity" and specifically with reference to hand hygiene and aseptic techniques.

## **REGISTRATION**

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation. **NB:** It is your duty to ensure that your registration is kept up to date.

## **SAFEGUARDING**

The Charity has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

## **SMOKING STATEMENT**

The Charity is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Smoking may only take place in non-public areas.

## **TRAVEL TO OTHER SITES**

You may be required to travel to any of the airbase locations or locations where fundraising events take place. Please complete the travel expenses form. Expenses will not be paid where travel expense forms are not fully completed.