Moving to EXCELLENCE

The Shrewsbury and Telford Hospital NHS Trust

PERFORMANCE ANALYST

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Produce and share regular reports on hospital performance, activity and key targets to support managers, clinicians and external organisations.
- Analyse and interpret complex data to identify trends, improve performance and support decision-making across the Trust.
- Develop and improve reporting systems, databases and information tools to ensure high-quality, reliable information is available when needed.
- Check and maintain data quality, investigate issues and help ensure information meets NHS standards and requirements.
- Provide advice, training and support to staff on using data, reports and information systems effectively.
- Lead on projects and service improvements, supervise staff and help deliver information requests within agreed timescales.

Job Description

Job title:	Performance Analyst
Grade:	Band 6
Site:	Shrewsbury Business Park
Accountable to:	Senior Performance Analyst
DBS required:	None

Job Purpose

The post holder will be part of a team providing a high quality business intelligence service to managerial, clinical and operational staff for strategic, business, research and operational purposes.

The post holder will have specific areas for which they will take lead responsibility.

To be part of the larger Performance team who provide multiple types of business intelligence on behalf of the Shrewsbury and Telford Hospital NHS Trust.

This includes business planning and modelling, income support, data quality, statutory and corporate reporting and an ad-hoc request service.

Main Duties and Responsibilities

- Lead on aspects of Trust-wide performance reporting, as directed by the Head of Performance, to prepare, produce and distribute quality and timely regular reports from the various systems used within the

Performance, Analysis and Reporting Department to meet internal customers and external organisations' requirements.
    - Operational Management reports
    - Weekly, monthly, quarterly and annual reports mandatory reports to department of Health
    - Key Performance Indicator Reports
    - Performance benchmarking reports (using benchmarking tools).
- Provide complex and sensitive information on hospital activity to clinicians and managers and external parties, such as Commissioners.
- Lead in the design and development of new, regular Trust-wide reports and/or for specific clinical service areas as required.
- Lead in ensuring systems used by the Performance, Analysis and Reporting Department are appropriately maintained and updated to meet the specific needs of the Trust, as directed by the Senior Performance Analyst Team Manager and/or Deputy Head of Performance.
- Assist in maintaining the Trust-wide Data Warehouse systems as directed by the Head of Performance.
- Provide the relevant input and support to other Trust-wide information management and reporting systems.
- Quality assure information used or provided by the Performance, Analysis and Reporting
- Department by assessing whether analyses are robust, investigating data anomalies identified during analyses and instigating corrective action where required.
- Ensure information is made available across the Trust as appropriate, e.g. by publishing to the Data Warehouse, Intranet or shared areas.
- Advise key internal customers/stakeholders, such as Divisional Management Teams, on information sources and analysis tools and performance/business intelligence reports available to them.
- Communicate analytical/statistical findings to non-analytical professionals.

Service Management – Adhoc Reports

- Prepare, produce and provide highly complex and sensitive information reports from the various systems used within the Performance, Analysis and Reporting Department in response to ad-hoc requests from internal customers, such as clinicians, and external organisations, such as Commissioners.
- Lead in the design and development of ad-hoc reports as required.
- Analyse, interpret and communicate analytical findings to provide business intelligence to key internal customers/stakeholders, such as Divisional Management Teams and other non-analytical professionals.
- Advise customers on best approach to ensure meaningful reports.
    - Quality assure information used or provided by the Performance, Analysis and Reporting Department by assessing whether analyses

    - are robust, investigating data anomalies identified during analyses and instigating corrective action where required.
    - Adjust work plan accordingly to deal with urgent requirements e.g. NHS Board and/or CCG enquiries.
- Responsible for the supervision and annual appraisal of staff.
- Participate in the training of staff in the use of information and information systems.
- Responsible for providing cover in the accurate and timely completion of weekly returns and daily returns. This may involve, from time to time, working out of normal hours.
- Any other duties as required by the Deputy Head of Performance.

Service Development

- Contribute to the development, implementation and review of the Trust's Information Strategy.
- Assist Trust staff/internal customers in capture, identification, analysis and interpretation of data and information.
- Develop, produce, review and implement Information procedures and guidelines to meet the needs of the Trust.
- Provide support/assist or project management for Trust-wide information projects (e.g. Referral to treatment, service line reporting), as directed by the Head Performance.
- Provide support or project management in activities to support income recovery, as required.
- Provide support or project management for implementation of NHS Data Set Change Notices/Information Standards Bulletins (DSCNs/ISBs), as required.
- Lead in developing applications required within the Performance, Analysis and Reporting Department to support the Trust's activities.
- Assist in the procurement, implementation and support of new systems which may be required to deliver information to managers and clinicians.
- Provide support and training for users of reporting systems to assist them in analysing information for business purposes, as required.

Data Quality and Administration

- Lead on specific Information Governance Standards compliance as directed.
- Promote a wider understanding of data quality and its implications throughout the Trust.
- Be aware of and promote national and local policies, issues, and initiatives relating to data collected and stored by the Trust.
- Ensure that the data is maintained in line with national definitions as laid down in the NHS Data Manual and Data Dictionary, with necessary updates for Data Set Change Notices/Information Standards Bulletins (DSCNs/ISBs).

- Alert the Senior Performance Analyst and/or Deputy Head of Performance of systems and process errors and lead in their correction.
- Support initiatives to promote the use of NHS number as a key means of patient identification and linkage.

Other

- Deputise for the Senior Performance Analyst in their absence for areas of their responsibility.
- Ensure Business Continuity by providing appropriate cross-cover for colleagues, both vertically and horizontally using the matrix style of team-working as required. Act as second and third line cover when needed.
- Plan and organise work in own area of expertise and use own initiative to resolve operational problems wherever possible, taking advice from manager if required.
- Implement departmental policies/procedures within own work area, propose changes to working practices as a result of new guidelines or legislation.
- Work within organisational and professional policies and procedures.
- Develop and keep documentation up to date and maintain routine record keeping within the department (e.g. procedures, distribution lists).

Communication

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks.

It will be subject to an initial review with the postholder within the first 12 months and thereafter from time to time and may be amended to reflect changes in the Performance Management procedure.

The Department is predominantly based at the Shrewsbury Business Park the post holder will also be required to work at the Princess Royal Hospital and the Royal Shrewsbury Hospital

Person Specification

	Essential	Desirable
Qualifications	• Educated to GCSE, A-Level in Mathematics and English, NVQ or equivalent qualification. • Educated to degree level or equivalent	• Certificate in using Microsoft Office Applications.

	experience gained working in the NHS	
Experience	• Experience of working in an Information / analytical environment. • Experience of hospital working practices and Patient Administration	• Evidence of managing a team, managing sickness and absence, as well as undertaking appraisals.
Knowledge and skills	• Ability to communicate effectively verbally, written and by presentation. • Effective listening skills • Excellent attention to detail and high level of accuracy. • Advanced knowledge of Microsoft Excel. • Ability to compile statistics and reports. • knowledge of database design and development. • knowledge of NHS Patient Administration System (PAS), or experience with large data sets and statutory returns. • Excellent analytical and numeric skills and methodical approach to problem solving. • SQL skills /programming skills. • Evidence of organisational and time management skills • Capable of working with high workloads and to strict deadlines • Ability to maintain confidentiality at all times • An understanding of the principles of the Data Protection Act and Freedom of Information. • Ability to build and maintain credibility with managers and other staff	

	through the use of effective interpersonal skills.	
Other	• Determination and resilience • Willingness to develop new skills and undertake training as necessary • Flexible approach • An effective and supportive team player. • Eagerness to improve areas of work • Ability to travel across both hospital sites.	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution

and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.


disability
confident
LEADER

Apprenticeships
Good for our Business

POSITIVE ABOUT DISABLED PEOPLE

we're supporting
AGE POSI+IVE

Stonewall
DIVERSITY
CHAMPIONS

ARMED FORCES COVENANT
EMPLOYER RECOGNITION SCHEME
GOLD AWARD

SUPPORTING PARENTS OF PREMATURE BABIES
CHARTER MARK
EMPLOYER WITH HEART
THE SMALLEST THINGS

MINDFUL
EMPLOYER

MISCARRIAGE ASSOCIATION
Proud to have signed
The Pregnancy
Loss Pledge

VETERAN
AWARE

STEP
INTO
HEALTH