

# Data Analyst

## Job Description

**Salary range:** £29,680 - £31,800

**Job type:** Full-time

**Contract period:** Permanent

**Reporting to:** Head of Data Science

**Division:** Data Science Team

**Location:** Oxford / hybrid working in line with Picker's Remote and Home Working Policy

## About Picker

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone. Our vision is person centred care for all, always.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

We operate in a Group structure, including Picker Institute Europe (the Charity, trading as Picker) and Picker HWA (a wholly owned subsidiary of Picker). This role is located within the Charity but will have a remit that extends across the Group.

## The Data Science Team

The Data Science team are experts in managing and interpreting data. They provide systems, processes, and services that support the charitable group to complete high quality work; make better decisions; and direct action. Their work encompasses:

- Developing Picker's approach to using, managing and processing data;
- Delivering Picker's internal and external reporting and analytics outputs; and
- Improving the insight gained from Picker's data assets further evidencing the case for person centred care

## Purpose of the role

The role is responsible for maintenance and implementation of the code base used in Picker's analysis and reporting alongside supporting the delivery of national programmes. This includes ensuring that our in-house applications are kept up-to-date and are fit-for-purpose and working with our service delivery team and analytic colleagues to ensure that client needs are met to agreed

deadlines. Requirements for applications will include cleaning and analysing data, as well as presenting accessible outputs. Where possible, the post holder is encouraged to locate, define, and implement new process improvement opportunities. Existing applications use a range of common software and packages, including Python data libraries (Pandas, Numpy), development tools (Anaconda), and virtual environments (Conda).

The post holder is expected to progress in their technical ability during their time in this role. While initial familiarity with Python is important, a strong analytic mindset and a keen interest in learning and broadly expanding knowledge and abilities in this area is essential. The appointee will be trained in all technical areas required to perform their duties and responsibilities. The post holder will be expected to achieve high levels of technical and professional competencies in line with the person specification and role requirements, to a point where they are able to fully manage implementation projects across the Data Science Team's operational portfolio.

## Duties and responsibilities

- Maintain existing applications and develop analysis and reporting capabilities as needed, mainly using Python to interact with external visualization tools (e.g. Excel, PowerPoint).
- Check data files submitted by external contacts; compare and contrast with data specification and previous records and spot exceptions; manage file structures in line with documented best practice and administer this process.
- Check large final data files before submission to governing bodies; responsibility to ensure that these files accurately reflect inputs and are free of errors.
- Maintain and where possible improve on data collection systems, data analytics and other strategies that optimise statistical efficiency and quality.
- Execute automated visual reports that provide insight to clients using the pre-existing code base.
- Respond to briefs from multiple project managers to produce reports, balancing these requirements, setting realistic deadlines, and delivering on these.

## General Duties

- Contributing to the work of Picker as a whole by:
  - Fully engaging and participating in the achievement of Picker's aims and objectives.
  - Developing new approaches, processes and methods to enhance Picker's performance.
  - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the use of survey findings.
- Ensuring compliance with all company policies, internal working practices & external regulatory requirements on data protection and ethical standards (e.g. Quality Assurance Framework, Data Protection Act, GDPR, ISO 27001, ISO 20252, and MRS Code of Conduct).
- Other reasonable duties as requested by line manager.

## Person Specification

Experience, knowledge and understanding	
Proven working experience as a data analyst or in a data driven role.	E
Relevant experience in employee surveys, patient surveys, social research, market research or project management.	D
Good understanding of ethical and data protection standards.	D
Working knowledge of UK GDPR, ISO27001, and ethical/confidentiality requirements around research.	D
Skills / Abilities	
Knowledge or demonstrable interest (eg non-work related projects completed) in using Python with a focus on Data Analysis.	E
Competency in Microsoft Excel, Word, PowerPoint and Outlook.	E
Knowledge or demonstrable interest via completion of relevant courses in Python programming language. Core concepts cover data structures (variables, lists, dictionaries, comprehensions), usage of Pandas and NumPy for data analysis. Advanced concepts would be using functions and classes.	E
Knowledge of descriptive statistical methods (Frequencies, Count, Percent, Means, Median, Range, Variance).	E
Ability to work efficiently to tight deadlines on multiple projects, often under pressure.	E
High degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role.	E
A collegiate working style – able to work effectively with staff at all levels across the organisation and, where necessary, with external suppliers and contacts.	E
Strong analytical skills with the ability to collect, organise, analyse and disseminate significant amounts of information with excellent attention to detail and accuracy.	E
Adept at queries, report preparation, visualising data and presenting findings.	E
Awareness of statistical methods such as significance testing (T test, Z test) and advanced topics (e.g., Regression).	D
Qualifications	
Educated to degree level or equivalent knowledge or experience in a relevant discipline.	D

**E = essential D = desirable**

*This job description is not contractual and is liable to change over time.*

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds and we are a Disability Confident employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact Nicola Porter by email; [nicola.porter@pickereurope.ac.uk](mailto:nicola.porter@pickereurope.ac.uk)