

# Job Description:

## Data Support Analyst



General role information	
Job Title:	Data Support Analyst
Reporting to:	Lead Data and Automation Engineer
Salary Band:	E
Notice period:	3 Months
Budget Responsibility?	No
Contract type?	<b>Permanent</b>
Direct Reports?	No
Client facing role?	No
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p> <p>We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.</p>	

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### The department / team

The UK Digital, Data and Technology (DDaT) team is a 40-strong group of experts who have driven some of the most significant digital innovation in our organisation's history. Together, we've delivered major programmes that not only strengthened our business, but—most importantly—improved outcomes for the people we serve.

Over the past few years, we've achieved milestones that have reshaped how our clients connect with us. In 2018, we launched a new website to serve as the digital front door to our services. Between 2020 and 2024, we accelerated innovation at scale—migrating from on-premise to cloud solutions, building a robust data warehouse, streamlining operations through automation, and implementing a host of other improvements to enhance access, speed, and experience for clients.

Now, as we enter our next phase of growth, we are renewing our three-year DDaT strategy to push even further.

**Our vision** is clear: *to deliver a seamless, digitally-enhanced user journey that ensures patients are informed, supported, and empowered.*

**Our objectives are to:**

1. Build and maintain a resilient, future-proof digital infrastructure
2. Harness patient and staff insights to drive innovation
3. Empower patients to take ownership of their care
4. Expand choice and convenience through digital solutions
5. Consistently enhance the quality and impact of our services

The DDaT team brings together the full breadth of digital capability across:

- Portfolio Delivery
- Digital, Marketing and Communications
- Business Intelligence
- IT and Technology
- Product Management

### The role

We are seeking a motivated and detail-oriented individual to join our team as a Data Support Analyst. In this role, you will be responsible for assisting in the development, implementation, and maintenance of our data and business intelligence systems. You will work closely with various departments to gather requirements, generate reports, and provide support to ensure the smooth functioning of data tools and BI applications.

### Key responsibilities

1. Data Analytics and Reporting
  - Assist the Data team with data analytics using SQL and data tools.
  - Support creating BI reports and manage automation processes.
  - Submit required monthly NHS reports and reconcile submission with the commissioners.
2. Stakeholder Collaboration
  - Gather requirements from stakeholders and design custom solutions to meet business needs.
  - Communicate effectively with all levels of the organisation.
3. Technical Support and Troubleshooting
  - Troubleshoot and resolve technical issues related to custom solutions.
  - Support and troubleshoot data applications to ensure optimal functioning.
4. Documentation and Compliance
  - Create and maintain documentation for custom solutions, including design documents and user manuals.
  - Ensure compliance with policies, procedures, and regulations.
5. Data Management
  - Help maintain data integrity by performing regular audits and cleaning.
  - Assist in integrating new data points into the data warehouse using Azure Synapse.
  - Document solutions and use GitHub for version control and collaboration.
6. Team Collaboration and Training
  - Collaborate with Data and BI team members to align solutions with organisational goals.
  - Promote cross-training to ensure team redundancy and reduce single points of failure.
  - Train end-users on data and BI tools and respond to their inquiries.
7. Continuous Improvement
  - Participate in continuous improvement initiatives for data and BI processes and tools.
  - Stay updated with developments in Microsoft Power Platform and other related technologies.

### Key Skills and Experience

- Familiarity with Data Analysis.
- Basic SQL skills.
- Familiarity with BI tools.
- Strong technology skills and ability to pick up new systems quickly.
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.

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- High level of attention to detail.
- Knowledge of healthcare industry and related regulations is desirable.
- Knowledge of Visio and process mapping techniques
- Optional knowledge of Python.
- Optional experience with Machine Learning (ML) and Artificial Intelligence (AI)
- Be able to work outside of core hours or on weekend where a project may require it.
- Travel for meetings to Bristol or London offices.

### Formal Education/qualification

- Candidates should be educated to Degree level or have equivalent experience. Knowledge of a wide range of Hospital Based Systems, SQL and Microsoft Reporting Services is desirable.

### Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

#### For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

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### Signature

By signing below, you indicate that you have read and agree to this job description.

**Full name:**

**Signature:**

**Date:**

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