

## Job Description – Performance Analyst

### Company profile

At Lightfoot Solutions we believe in placing the patient at the centre of the health system and that an evidence led, flow-based approach is critical to improving patient outcomes. To do this we aim to build learning systems and learning organisations for our clients; systems and organisations that believe:

- Continuous improvement is a business as usual activity as well as a fundamental skill set for all staff.
- Evidence is key with data and information being open, transparent and critical to improved decision-making, both from an operational and improvement point-of-view.
- The engagement and empowerment of clinicians and front line staff is vital to success.

Lightfoot Solutions is an Applied Analytics and Advisory business with a unique approach, combining an improvement science methodology with our proprietary statistically-based analytics platform – signalsfromnoise® (sfn). We work collaboratively with our clients with a strong emphasis on skills and knowledge transfer to better support our clients on their own improvement journey.

Our predominant focus across Australia and New Zealand is on Health and Ambulance Services, but globally we also apply our approach to other sectors - Emergency Services (Police and Fire), Telecommunication Providers, Transport and Local Government agencies - and continually seek to bring learnings and insights from other industries into health.

Job title:	Performance Analyst
Reporting to:	Performance Analyst Manager and Programme Delivery Lead
Duties and Responsibilities:	<p>Undertake analysis of client businesses, delivering insights into opportunities for clinical and operational improvements at both departmental level and organisation level.</p> <p>Configure and use Lightfoot’s sfn tools to explore root causes of problems and variations. This will involve design of solutions, testing to ensure that the product is ready for client use.</p> <p>Support clients on their journey to better understand their business as a set of processes, the performance of their processes and the variation in practices.</p> <p>Work collaboratively as part of a team to drive project delivery work both with clients and internally.</p> <p>Work with other Lightfoot Solutions team members to gain insights into business processes, to identify improvement opportunities, develop strategies for controlling and reducing variation, implement service improvements and achieve strategic aims throughout client organisations.</p>

<p>Skills and Experience:</p>	<p><b>Analytical</b></p> <p>Rapidly assimilate client business operations, especially in the health sector.</p> <p>Apply a variety of analytical tools and techniques to gain insights into operational challenges and opportunities for improvement.</p> <p>Develop and test hypotheses and reach a confident point-of-view.</p> <p>Attention to detail to enable solutions to be effectively tested ensuring accuracy of results.</p> <p><b>Presentation and Training</b></p> <p>Strong communication skills and ability to prepare presentations that articulate a clear story around performance.</p> <p>The ability to design intuitive and easy to use system considering the user experience and current best practice around data visualisation.</p> <p>Ability to build trusted relationships with clients at a range of levels – Executive, Managerial, Clinical, Performance Analysts etc.</p> <p><i>Desirable</i></p> <p>Ability to participate actively in meetings and workshop environments with the view to develop into facilitation roles.</p> <p>Comfortable delivering training and coaching to client groups in both group and one-on-one sessions.</p> <p><b>Data and Project Management</b></p> <p>Knowledge of health datasets and experience undertaking analysis within the Health sector.</p> <p>Data management and Health service delivery IT systems</p> <p>Ability to rapidly conceptualise IT systems and consider ways in which the applications can be enhanced.</p> <p><i>Desirable:</i></p> <p>Project management approaches, tools and techniques</p> <p>Continuous improvement work and/or techniques</p> <p>Stakeholder engagement and management, particularly with clinical areas and stakeholders.</p>
<p>Background Knowledge:</p>	<p><i>Required:</i></p> <p>Statistics and tools such as SPC (Statistical Process Control), or other analytical techniques</p> <p>SQL and understanding of database structure and design.</p>

	<p><i>Desirable:</i></p> <p>Understanding of how hospitals work, patient flow, care pathways, and departments</p>
Personal	<p>Excellent interpersonal skills and ability to build relationships at a range of levels</p> <p>Confident, approachable and comfortable with presenting in a variety of settings</p> <p>Positive and 'can do' approach to work, flexible working style, enjoys new challenges – honest and values integrity</p> <p>Confident in ambiguous, complex and unstructured environments</p> <p>Work creatively and contribute at all levels</p> <p>Contribute proactively in multi-disciplinary teams and the building of productive team working environments (with clients and internally)</p> <p>Must have permanent resident visa or NZ citizenship</p> <p>Desirable - Full driving licence and current passport</p>
Qualifications	<p><i>Desirable:</i></p> <p>Degree or equivalent with strong emphasis on quantitative methods</p> <p>Clinical qualification.</p>
Primary place of work:	<p>Office based in Auckland, but work will be carried out on client site. At the outset, the role being largely based in the office for training purposes, with client side work increasing over time.</p> <p>Willing to travel within New Zealand and Australia on client site and at times on short notice.</p>
Salary and Benefits	Competitive salary.
Hours of work:	<p>Monday to Friday, 09:00 to 17:30 (except Public Holidays).</p> <p>Some travel and interactions with our group head office in the UK expected outside office hours.</p>