



Job Description: Analytical Lead

Job title	Analytical Lead
Responsible to	Director of Children & Young Persons Services
Geographical Reach	Medway
Base	Chatham
Hours	Full time, 37hrs per week
Salary	£28,560 - £30,328.68
Contract	Permanent

Purpose of the post

The Analytical Lead will provide senior leadership for data, digital systems and performance reporting within the Medway Therapeutic Alliance. The post-holder will ensure accurate, timely and insightful data across all pathways, enabling strong governance, intelligence-led decision-making and full compliance with the digital requirements outlined in the specification.

They will oversee data quality, manage reporting cycles, lead on trend analysis, support digital integration and work closely with Juvonno (our system provider) to build, configure and continuously improve referral, triage, assessment and care-planning workflows. The post-holder will also work closely with North Kent Mind's IT & Systems Lead (DPO) to ensure GDPR, DSPT and Information Governance compliance across all Alliance partners; this will be approximately 0.6FTE of the role.

Alongside these responsibilities, the post-holder will have an organisational remit within North Kent Mind. The additional 0.4 FTE of the role will be dedicated to developing, implementing and maintaining a new organisation-wide performance dashboard for the CEO. This will include coordinating standardised monthly performance data submissions from managers across all departments, producing a monthly organisational performance summary, and ensuring the CEO has accurate, up-to-date information for reporting to the Board every two months.

This is a core analytical leadership position, ensuring both the Alliance and the wider organisation are efficient, safe, transparent and driven by high-quality insight. As this is an entirely new role, flexibility, strong attention to detail and a proactive, solutions-focused approach are essential.

Structure of the Post

The Analytical Lead sits within the Senior CYP Team and reports to the Director of Children & Young People's Services, with a reporting relationship with the Deputy CEO and CEO for organisational performance. They provide analytical leadership and digital oversight across the Medway Therapeutic Alliance, ensuring data quality, system functionality, accurate reporting and consistent digital standards across triage, delivery and subcontractor pathways. The post-holder has no direct line management responsibilities but holds functional leadership for digital processes and data standards across the Alliance.

They will work closely with the Director of CYP Services (Project Lead) to ensure that Juvonno accurately captures referral, assessment, risk and care-planning data and to identify improvements as the model evolves. They will work with the IT & Systems Lead (DPO) on information governance and GDPR compliance, and with the Juvonno system provider on system configuration, workflow design and ongoing development. The post-holder will work alongside the Clinical Lead to support risk-related data checks and safe information-sharing.

The Analytical Lead will produce regular data-quality reports, support digital governance meetings, contribute to mobilisation planning and provide analytical insight to support oversight of waiting lists, activity, outcomes and inclusion across all Alliance partners.

In addition to their Alliance responsibilities, the post-holder will work across North Kent Mind's wider service areas to lead organisational performance reporting. They will coordinate monthly data submissions from managers, maintain the organisation's performance dashboard and produce a monthly organisational performance report for the CEO. This information will form a core part of Board reporting every two months, ensuring strategic decision-making is supported by accurate and timely insight.

The post is based at the North Kent Mind offices in Chatham, requiring regular in-person working (minimum 60%) to support digital troubleshooting, system testing, training, partnership meetings and close integration with the CYP management team. Remote working will be used where suitable for data analysis and report production, in line with the organisations flexible working policy as agreed by the Director of Children & Young Persons Services and CEO.

A: DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
 - i. Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality, GDPR, and Health and Safety.
 - ii. Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model
 - iii. Respects, encourages, and builds on individual clients' coping strategies, skills, and autonomy, and is in keeping with the conduct, performance and ethics as declared by the Health and Care Professions Council.
 - iv. Maintains good liaison with any other outside agencies as is necessary.
 - v. Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
 - vi. Adheres to the principles of the Social Care Standards as defined by the GCSI.
2. To participate in supervision and appraisal
3. To attend staff meetings and team meetings
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate, or assign.

B. DUTIES OF THE POST: SPECIFIC

The duties of this post specifically are to support high-quality data, digital processes and analytical insight across the Medway Therapeutic Alliance. The post-holder will ensure that systems are accurate, compliant and supportive of safe, effective practice. This includes:

Digital Systems and Workflows

- Lead the configuration, testing and continuous improvement of Juvonno to ensure accurate referral, triage, assessment and care-planning workflows.
- Work with the Project Lead to ensure the system reflects the service model and identify any gaps or areas for refinement.
- Develop digital forms, templates, outcome-measure tools and workflow automations.

- Liaise with the Juvonno system provider to troubleshoot, escalate issues and plan enhancements.
- Ensure effective digital links with subcontractors
- Maintain clear SOPs and user guidance for all digital pathways.
- Support North Kent Mind managers alongside the Deputy CEO to use new digital tools and reporting templates effectively, ensuring consistency in monthly organisational performance submissions.

Data Quality and Performance Reporting

- Lead on data quality across all pathways, ensuring accurate and timely data recording.
- Carry out routine data validation checks and highlight incomplete or inconsistent records.
- Produce bi-weekly data-quality updates for CYP teams and subcontractors to support consistent, safe data entry.
- Pull system-generated reports and dashboards from Juvonno and convert these into clear, meaningful summaries about performance for the Director of CYP Services.
- Provide regular analytical insight across the Alliance, highlighting activity levels, waiting times, demographics, outcomes and risk indicators.
- Oversee MHSDS submissions, KMCR uploads and all commissioner-required reporting.
- Ensure reporting aligns with the Medway specification, i-THRIVE and North Kent Mind's internal standards.

Information Governance and GDPR

- Work with the IT & Systems Lead (DPO) to ensure full GDPR, DSPT and information-governance compliance.
- Support the development and monitoring of data-sharing agreements with all Alliance partners.
- Monitor user permissions, audit trails and system access to maintain security.
- Support Data Protection Impact Assessments (DPIAs) for new tools and system changes.
- Ensure safe and compliant sharing of referral, risk and clinical information.

Analysis, Insight and Risk Identification

- Analyse system-generated data to identify trends, emerging needs and potential areas of risk.
- Provide insight to support capacity planning, service improvement and strategic decision-making.
- Work with the Clinical Lead to identify risk-related patterns and support safe information-sharing.
- Highlight any disparities in access or outcomes to support equity and inclusion work.
- Present analysis at governance meetings and contribute to continuous improvement discussions.

Partnership Working and Digital Governance

- Coordinate digital governance processes across the Alliance to ensure shared data standards.
- Support subcontractors with data-quality issues, reporting expectations and system troubleshooting.
- Ensure waiting-list processes are accurate, consistent and aligned across all partners.
- Work with the Website Developer to ensure referral forms and CYP-facing content integrate effectively with Juvonno and meet accessibility requirements.

Training, Support and Capacity Building

- Deliver training on digital systems, data capture and reporting standards.
- Provide ongoing support to triage teams, therapists, mentors and administrative staff.

- Create user guides, quick-reference materials and training resources.
- Support data-related induction for new staff and subcontractor teams.

Medway Therapeutic Alliance Mobilisation and Service Development

- Lead, alongside the Director of Children & Young Persons Services (Project Manager) the digital mobilisation plan to ensure system readiness for April 2026.
- Oversee the build and testing of referral forms, workflows and outcome-measure templates.
- Ensure any required data migration is safe, accurate and compliant.
- Conduct pathway testing prior to go-live and escalate issues promptly.
- Support ongoing development of digital processes as the service grows and evolves.

Additional organisational performance duties:

- Coordinate monthly performance data submissions from managers across all North Kent Mind departments, ensuring a consistent format and high-quality input.
- Develop, maintain and refine North Kent Mind's organisational performance dashboard, ensuring it reflects agreed KPIs and priority indicators.
- Produce a monthly organisational performance summary for the CEO, providing clear insight into activity, performance, trends and risks across the charity.
- Ensure the dashboard data is accurate, timely and prepared for inclusion in the CEO's Board report every two months.

C: QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

The post-holder will have experience working with digital or case-management systems in a health, education, social care or VCSE setting, with a strong ability to interpret system-generated data and present it in a clear, accessible way for senior leaders. They will be confident in completing data-quality checks and working within GDPR, confidentiality and wider information-governance requirements.

This role requires someone who is comfortable working independently, managing competing priorities and proactively suggesting improvements without needing close direction. The post-holder will need to work well with others, supporting colleagues and partners to maintain consistent data standards across the Alliance. A high level of digital confidence is essential, along with the ability to learn new systems quickly and respond flexibly as the service develops.

Qualifications

- Degree-level qualification in data analysis, informatics, digital systems or a related field, or clear equivalent professional experience
- Training or certification in GDPR, DSPT or information governance, or willingness to complete this on appointment
- Evidence of ongoing professional development linked to digital systems, data or service quality

Person Specification

Criteria	Essential	Desirable
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Degree-level qualification in a relevant area such as data analysis, informatics, digital systems or similar – or clear, equivalent professional experience	✓	
Training or certification in GDPR, DSPT or information governance, or willingness to complete this on appointment	✓	
Ability to design and implement clear reporting templates and guidance for managers.	✓	
Experience coordinating data submissions or performance returns from multiple teams or service areas.		✓
Experience producing reports for Trustees, Boards or executive-level audiences		✓
Ongoing professional development linked to digital systems, data or quality improvement	✓	
Experience using digital or case-management systems within health, education, social care or VCSE settings	✓	
Experience pulling system-generated data and turning it into clear, meaningful reports for managers or senior leaders	✓	
Experience checking and improving data quality, carrying out validation checks and resolving discrepancies	✓	
Experience working confidently within GDPR, confidentiality and information-governance requirements	✓	
Experience working independently, managing competing priorities and problem-solving proactively	✓	
Experience supporting colleagues or partners to follow shared digital or data standards	✓	
Experience contributing to contractual or statutory data returns such as MHSDS, KMCR or similar	✓	
Experience helping to implement or refine digital workflows or new systems		✓
Strong understanding of GDPR, confidentiality, DSPT and data-protection expectations	✓	
High digital confidence, with the ability to learn new systems quickly	✓	
Ability to interpret data, spot trends and highlight emerging needs or risks	✓	
Clear communication skills with the ability to explain data to non-technical audiences	✓	
Strong attention to detail and a high standard of accuracy	✓	
Ability to build positive working relationships across teams and partners, including offering constructive challenge when needed	✓	
Understanding of CYP mental health pathways and i-THRIVE (can be developed in post)		✓
Commitment to equity, diversity and inclusion, and to reducing inequalities in access and outcomes	✓	
Respectful, non-judgemental approach towards CYP and families, including those experiencing mental health difficulties	✓	
Sensitivity to difference, trauma and lived experience, and commitment to inclusive, anti-discriminatory practice	✓	