

## Role Profile

# Data Analyst – ICT & Business Services

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### ROLE SUMMARY

The Data Analyst role is based within the ICT & Business Services (ICTBS) department reporting to the Application Development Manager. Responsibilities of the Data Analyst are broad ranging and focused on supporting the delivery of the organisation's strategic agenda, service plan and digital transformation strategy.

From a data perspective, the strategic objective of the organisation is to progressively enhance the quality of data, consolidate common and related data sets, and integrate with external data sets held by other European regulatory bodies including the European Medicines Agency. The HPRA intends to enhance its analytical capabilities in order to extract insight from available data sets, provide pathways for operational innovation, and improve the ability to proactively conduct regulatory surveillance. Furthermore, the use of advanced predictive technologies will be evaluated and piloted.

The HPRA has a broad regulatory remit and operates a wide variety of systems and databases to manage everything from medical devices to clinical trials, human and veterinary medicines, blood, human tissues, organs for transplantation, as well as more conventional systems for finance and HR. As such, the role requires that the candidate work pro-actively to understand data and data models across the HPRA systems landscape. This role requires strong analytical, technical, and people skills, as well as excellent problem solving.

### KEY RESPONSIBILITIES:

#### Strategic Objectives

- Develop a comprehensive understanding of complex data and data models related to health products regulation, including pharmaceutical products, medical devices, and the companies who manufacture and distribute them.
- Support improvements in the organisation's data quality. Analysing and assessing data quality across repositories and contributing to the design and implementation of strategies to improve data quality across the organisation.
- Research emerging data standards such as ISO's IDMP (Identification of Medicinal Products) data standards for medicines and performing gap analysis between those standards and HPRA systems.
- Identify relevant external sources of data and determine their utility in supporting the organisation's activities. Contribute to the development of use cases for synthesising multisource data inputs, both quantitative and qualitative, to enhance signal detection, surveillance and risk management capabilities.

- Contribute to the migration of legacy application data to a consolidated platform, including developing approaches for data quality assessment, improvement, and mapping.
- Contribute to projects designed to enhance interoperability and data exchange with external organisations. Contribute to designing and implementing systems for exchanging HPRA systems data with external stakeholder systems via technical interfaces.
- Support efforts to enhance the classification of the organisation's data and assessment of locations where data can be stored. Contribute to the definition of parameters for classification and storage of data. Establish a pathway for the ongoing improvement in the organisation, classification, accessibility and security of data.
- Contribute to the development of the organisation's understanding and evaluation of advanced predictive technologies and the benefits they may offer.

### **Operational Objectives**

- Develop queries and visualizations for ad-hoc requests and projects, as well as creating and updating reports in line with user requirements. Working with users, identify data solutions that identify and enable insight and operational efficiencies.
- Work with users to develop an understanding of data models in use and assist them in accessing their information through analytics, reporting and data visualisation.
- Contribute to activities improving data governance and stewardship. Ensure adherence to data quality rules and support the development and refinement of data quality metrics and controls.
- Support the maintenance and extension of the inventory of data repositories including determining how data is to be secured and managed from an enterprise perspective.
- Support pilot projects in the use of advanced predictive technologies to evaluate their use in ability to improve market surveillance, improve intelligence gathering and collation, and contribute to risk-based regulation.
- Provide data related technical support to the resolution of data related issues for a wide variety of applications and systems. Collaborating with members of the user community, and applications, infrastructure, security, and service desk teams to resolve data related issues.

### **Communication/Customer Service**

- Maintain effective working relationships with colleagues in sections and departments of the HPRA.
- As part of the ICTBS department, attendance at team/department meetings and other meetings as and when required.

### **Quality and Knowledge Management**

- Contribute to the effective implementation and management of the HPRA Quality Management system within the ICT and Business Services (ICTBS) department.
- Comply with the procedures under the HPRA Quality System as it relates to the Business Services section.

### **Performance Management**

- Participation in the performance development programme (PDP) within the section.
- Effectively communicating goals, objectives, and performance targets within the department.
- Reporting regularly on progress against specified objectives, tasks and KPIs.

The duties set out in the role profile (above) are indicative of responsibilities related to this role. As with all posts, the nature of HPRA business is evolving and flexibility is required to adapt to changing business needs.

## **QUALIFICATIONS AND EXPERIENCE**

To be considered for this post, candidates must have:

- 3<sup>rd</sup> level qualification in business, information technology, engineering, management information systems or a relevant related discipline.
- A minimum of three years' relevant experience in a similar role.
- Excellent analytical skills, highly numerate, commercially aware with strong business acumen.
- Demonstrable experience of using data and data analytics solutions to provide insight and improve organisation processes and performance.
- Knowledge of data base design and experience in the use of SQL and related tools on Microsoft or similar database technologies.
- Significant experience using data visualisation tools such as PowerBI or similar technologies.
- Significant experience extracting, integrating, and manipulating large data sets; Demonstrated experience in planning and executing data migrations.
- Excellent communication skills, both written and verbal, with strong interpersonal skills and the ability to function at all levels across the organisation. Strong relationship building and influencing skills.
- Exceptional organisational skills that reflect the ability to perform and prioritise multiple tasks seamlessly.
- Experience in diagnosing and resolving data related issues in enterprise systems and providing technical support to non-technical users.
- Proven problem-solving ability, the ability to work autonomously and to be effective independently.

Additionally, it would be advantageous for the candidate to have:

- Working knowledge of regulatory affairs in human, veterinary and the medical device fields.
- Working knowledge and exposure to applications and tools that support quantitative and qualitative data analysis of structured and unstructured data, for example Python, R, NVivo and related scripting environments.
- Broad knowledge of the operation of an organisation in a related field as well as its business processes and procedures.
- Experience with integration projects and contributing to design and implementation strategies for the exchange of data between systems via APIs.

## **REMUNERATION**

Salary: €49,041 per annum (\*new entrants – incremental scale).

## **SUPERANNUATION**

The new Single Public Service Pension Scheme (“Single Scheme”) commenced with effect from 1 January 2013. All new entrants to pensionable public service employment on or after 1 January 2013 are, in general, members of the Single Scheme.

## **HOURS OF DUTY**

The hours of duty are fixed by the HPRA from time to time. The current arrangements are Monday-Friday (minimum 35 hours).

## **DURATION OF POST**

This is a three-year contract post.

## **LOCATION**

This role is being offered as part of our hybrid working model. The successful candidate can avail of working remotely for three days per week and working two days per week in the HPRA offices, based in Kevin O'Malley house, Earlsfort Terrace, Dublin 2. The specific days each week when you work at each location will be determined by your manager. The introduction of the hybrid model will be subject to review at the end of 2022.

The HPRA reserves the right to cease, vary or change the office/home location split during or after the review period.

Notwithstanding any applicable hybrid working arrangement, you may be required to work at any specified location as may be reasonably required by the HPRA from time to time.

## **ANNUAL LEAVE**

Annual leave (exclusive of usual public holidays) is 23 days per annum.

## **DUTIES OF POST**

The duties set out in the role profile (above) are indicative of responsibilities related to this role. As with all posts, the nature of HPRA business is evolving and flexibility is required in order to adapt to changing business needs.

## REFERENCES

The names and addresses of two referees to whom the applicant is well known but not related must be submitted with the application. Reference may be made to current and former employers without further notification of the applicant. Applicants having any reservations on this matter should so state at time of application.

Note: The HPRA is not in a position to reimburse expenses incurred by candidates attending for interview.

## HEALTH

A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

## CLOSING DATE

The closing date for applications for this post is the **8<sup>th</sup> July 2022**.

## INTERVIEWS

It is anticipated that the interviews for this post will take place during **W/C 11<sup>th</sup> July 2022**.

The HPRA will make reasonable accommodations for a person with a disability during the recruitment process.

## CONFIDENTIALITY AND CONFLICT OF INTERES

Employees are prohibited from having any personal or financial interest in any industry that the HPRA regulates from the date of appointment with the HPRA. All HPRA employees are required to declare any matter that could affect their impartiality or that could reasonably be perceived as affecting their impartiality. All new entrants are required to complete a declaration of interests prior to commencing employment in the HPRA. The HPRA's Conflicts of Interest Assessment provides guidance on the types of interests to be declared. Any interests declared will be evaluated and any potential conflicts will be addressed in line with that Assessment.

The HPRA deals with highly confidential matters including identifiable details pertaining to healthcare professionals, patients and commercially sensitive information. Employees are prohibited from disclosing any information in relation to the business of any person obtained in his/her capacity as an officer of the HPRA.

## DATA PROTECTION

The General Data Protection Regulation and Data Protection Acts 1988-2018 apply to the processing of personal data and the HPRA is committed to complying with its legal obligations in

this regard. For information on how we process your information during recruitment, please see our [privacy notice](#).

### **COLLECTIVE AGREEMENT: REDUNDANCY PAYMENTS TO PUBLIC SERVANTS**

The Department of Public Expenditure and Reform introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

### **DECLARATION**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

\* Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

### **EQUAL OPPORTUNITIES**

The HPRA is an equal opportunity employer. The HPRA will not discriminate against an employee or prospective employee in relation to the nine discriminatory grounds as per the Employment Equality Acts, 1998-2015.