

LaingBuisson

2021

Candidate Information Pack
Data Officer



About LaingBuisson

LaingBuisson is the foremost name in health and social care business intelligence and we have established our reputation for insightful, objective and independent advice over 30 years. We are widely viewed as the go-to provider of market intelligence on health and social care not only by providers working in the sector, but also by advisors and suppliers.

We are also the chosen provider of data on the independent healthcare sector to the Office for National Statistics (ONS), which we are rightly proud of, underlining as it does the quality, integrity and importance of what we do. This data is also used by international bodies such as the WHO and the OECD.

Our reports, consultancy work and data are all highly-respected in the sector and play a key role in shaping business decisions and in influencing government policy. Our work is regularly cited in the press and recent appearances include *The Telegraph*, *The Times*, *The Guardian*, *The Financial Times* and Radio 4.

Our values

We ask all of our team to adhere to our values of Integrity, Teamwork and Service. Our purpose is to provide high quality, insightful business intelligence to our clients and fulfilling work for our people. We are in business to be profitable, but it is the way we do business that defines us.

We explain our values as follows.

Integrity

- We have a reputation for integrity, impartiality and independence. Our objectivity, transparency and experience are central to our success story.
- We have a thirty-year track record serving the healthcare and social care sectors with the highest quality business intelligence and data.
- We are trusted and respected for the work we do, and this means that providers, advisors, commissioners and investors look to LaingBuisson's work when they need to make key decisions.
- We are the chosen provider of data on the independent healthcare sector to the UK's Office for National Statistics.

Teamwork

- We value and trust our colleagues and believe a strong and motivated team fosters the best service to our customers.
- We promote diversity and respect the views of others and foster an environment where people trust and feel safe putting forward their opinions.
- We seek commitment and good performance, and recognising people spend a great deal of time at work, aim to inject a sense of fun alongside the serious business of getting a good job done well.
- We value collaboration both internally and with our partners and all undertake to facilitate this through good communication.

Service

- We seek first and foremost to please our customers. We keep our promises and act honestly.
- We listen to our customers and, where appropriate, offer appropriate challenge to ensure we provide them with the products and services that they really need.
- We commit to giving our customers superlative service, whether this means the timely delivery of products, returning a call or email promptly, or ensuring they are kept up to date on the progress of projects.
- We have an entrepreneurial spirit - we are proactive in seeking opportunities and creative in providing solutions.

Our work

As a Data Officer, you will be working on data that informs our data products and market reports.

Our data products include:

CareSearch
CareMonitor
Care Cost Benchmarks

All of these products specifically draw on data from our Care Homes database, which is what you will be working on.

Our market reports include:

Healthcare

Cosmetic Surgery
Dentistry
Health Cover
In Vitro Fertilisation
Mental Health Hospitals
Out of Hospital Healthcare
Private Acute Healthcare

Social Care

Adult Specialist Care
Care Homes for Older People
Childcare
Children's Services
Dementia Care
Homecare and Supported Living
Housing with Care

International

Medical Travel and Tourism
International and Expatriate Health Cover

Our wider portfolio of products includes:

Journals

Healthcare Markets
Care Markets
Healthcare Markets International
International Medical Travel Journal (IMTJ)

Patient Acquisition Websites

www.privatehealth.co.uk
www.treatmentabroad.com
www.doctorinternet.ae
www.fertilitytreatmentabroad.com
www.harleystreet.com

Events

Social Care Conference
Private Healthcare Summit
Private Acute Healthcare Conference
UK Healthcare Market Review Launch
Housing with Care Conference
Investing in Healthcare Conference
Healthcare Real Estate Conference
Fertility Forum
IMTJ Medical Travel Summit

Guides

The Patients' Guide to Treatment Abroad
GoPrivate Guide

The benefits of working at LaingBuisson

Informing markets and policy that affect our everyday lives

LaingBuisson is a small company, comprising around 30 members of staff. However, we work with a vast array of partners and independent consultants, all of whom we count as part of the LaingBuisson ‘family’, to achieve our objectives. You will be very much involved in all aspects of research and the close-knit nature of our team means you will have opportunities also to work with people in other teams.

We are located in offices in London, Berkhamsted and Blackpool. Data is based in Blackpool and the team shares offices with our technology partner, Jaguar Computers. London is home to our Research team, whom you’ll work with regularly. Our Sales and Editorial teams are also based in London. Our Digital Media, Event and International Medical Travel teams are in Berkhamsted. You may be asked to travel between offices occasionally, not only for your work but also so you get to know your colleagues in person.

“A data officer joining our team has the opportunity to develop insight and expertise into a sector which touches everyone throughout their life. You will have the opportunity to apply and grow your skills and gain a real-life understanding of why data matters to organisations working in health and social care.”

Dan Brown, Head of Data Analytics

Professional development

We know that one of the things that our employees look for is to develop their own careers. On joining LaingBuisson, you will be given on-the-job training to enable you to do your job. We will also discuss with you any skills gaps you may have (e.g. training on a particular computer program) and, as appropriate, arrange training.

Your professional development is in your own hands. We are happy to support ongoing training for our people and do so through a combination of training courses which we organise for teams and courses identified for individuals. If you find a course which you consider will help you in your role, please speak to your manager and HR.

Other opportunities lie in the wider business. Learning about ‘a day in the life of...’ another colleague is actively encouraged. As opportunities arise, as appropriate, we like to consider our current team first, whether that is for promotion or a sideways move into a different specialism.

Flexible working

LaingBuisson has a flexible working policy. While our normal office hours are 9am-5:30pm in all of our offices, our employees are welcome to work flexible hours subject to the needs of their team and the agreement of their manager. As a data officer, we would expect you to align your hours with others in the team so that you can interact with and learn from colleagues.

Following the pandemic, we have adopted a blended working policy and colleagues will work some days at home and some days at the office. We would discuss your preferred working pattern with you when you join.

Salary

We offer a competitive salary which is reviewed annually.

The starting salary for this role is £17,500.

Bonus

LaingBuisson operates a discretionary bonus scheme for all employees who have been employed for the full calendar year in question. It is based on your performance and the profitability of your department. This means that if the company and department does well and you meet your performance targets you may be eligible for a payment when our Executive Committee considers the bonus pool.

Holidays

Full time staff have 23 days leave per year plus paid holiday on the usual bank and public holidays as recognised in England (i.e. New Year's Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, Late Summer Bank Holiday, Christmas Day and Boxing Day). Your holiday entitlement will rise to 24 days after two years' continuous service and 25 days after five years' continuous service. Staff who have completed 10 years' continuous service will be entitled to 27 days leave. Part time staff receive a pro rated amount of leave.

Pension

LaingBuisson offer an autoenrollment pension which you will be eligible for once you have completed 3 months' service. The current contribution rates are 5% (employee) and 4% (employer).

Other benefits

The other benefits offered by LaingBuisson include:

- Life Insurance (4 x salary)
- Season ticket loan
- Cycle to work loan
- Tech loan scheme
- Employee assistance programme

The job of Data Officer

LaingBuisson's data team works on the company's proprietary health and social care data warehouse. In this role, you will specially work on our care home fees data survey. This means you will be calling care homes to ask for information about their private pay fees. You will make a high volume of telephone calls, gain the confidence of managers in care homes and at care home groups, and accurately gather and record data.

The data will feed into our proprietary database, which underpins our industry leading market reports and consultancy work as well as our data products.

Key responsibilities:

- To make a high volume of telephone calls to support data gathering and data cleansing activities.
- To enter data accurately into databases and Excel as required.
- To sense check the accuracy of data gathered (e.g., by comparing it with similar data).
- To undertake other duties as necessary commensurate to a role of this nature and level.

Essential skills:

- Excellent telephone manner.
- Working knowledge of Excel and databases.
- High standard of written English.
- Good verbal communications skills.

What's expected of you?

A job description is all very well, but what will you be doing on a day to day basis? As a data officer you will be doing the following:

- Making telephone calls to managers in care homes and care home groups with a view to getting information about their private pay fees.
- Recording the information you find out accurately.
- Questioning the data you are given: does it sound plausible? And knowing when to get advice from a colleague or manager if the data does not look right.

Our data team is led by Dan Brown who is our Head of Data Analytics. Other key relationships include:

- Our Founder and Executive Chairman, William Laing
- Our Chief Operating Officer, Heidi Malaure
- Our Commercial Director, Sarah Ward
- The wider data team, based in Blackpool
- Our Research Project Manager, Michael Neaves, and the other members of our research team

While we will provide you with the support you require to succeed and you will need to work collaboratively, you will also have a high degree of autonomy and independence and you will be encouraged to take responsibility for your own workload. Our ideal candidates will have the skills, experience and drive to progress and advance their careers within LaingBuisson.

How to Apply

To apply, please send your CV and a covering letter to jobs@laingbuisson.com quoting DO0721 in the subject line.

This is where you make your case for the job. Please read the job specification carefully and make sure you tell us how you fit the person specification and what you could bring to LaingBuisson and this role.

If your application is taken forwards, you may be asked to provide further information, to complete a work-related assessment and be invited to an interview. There will be a work-related assessment which will test your literacy and numeracy and also your data entry skills.

Applications will be reviewed on a rolling basis.

Before applying, please note the following:

- LaingBuisson is committed to promoting equality and diversity in all our work. We welcome applications from all suitably qualified people regardless of their race, sex, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, religion or belief.
- These roles is offered on a part-time basis but we will consider applications from candidates who would like to take the role on full-time.
- You must have the legal right to work in the UK as we are unable to sponsor work visas.