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# Information management staff

Information management is the retrieval, analysis, interpretation and presentation of health data and information. This enables the planning, improvement and delivery of patient services and care.

This page has information on the roles available in information management and links to further information.

## Working life

Understanding how patient data is generated and captured by health professionals is just as important as the analysis itself. This means <u>clinical audit</u> [1], data protection and patient confidentiality are all crucial areas for information management staff in health organisations.

Information management staff are also able to encourage evidence-based practice, measure performance and improve access to patient records through their work.

"Knowing the data we create plays an important part in improving patient care is the best bit of the job for me." Michael Jones, a coded data and standards assurance audit specialist

Read Michael's story in full [2]

health informatics man and woman

## Roles in information management

Explore some of the roles in information management:

Apprenticeships logo

- audit facilitator
- information analyst
- clinical coding roles
- clinical audit roles
- information governance
- · planning and performance management

#### Audit facilitator

Audit facilitators analyse patient information to see whether or not types of treatment being provided by a health organisation are effective. These staff may work in a particular specialty, such as mental health or renal dialysis, and analyse the cost benefit of a treatment.

#### Information analyst

Information analysts are usually statisticians who help managers and healthcare professionals to plan service and improve performance by measuring trends in delivery and performance, for example a population's health needs or hospital waiting times. Analysts in health organisations, such as NHS trusts, constantly review patient care as well as the staff and resources at the trust's disposal. They do this through monitoring activity data and formal research projects into specific areas of concern.

#### Clinical coders

Clinical coders are responsible for making a full and accurate computer record of a patient's stay in hospital. They translate diagnoses and treatment into alphanumeric codes. They liaise with clinical professionals, including doctors, nurses and other staff to ensure that patients' diagnoses are recorded accurately. They will also be involved in reviewing data. Some will work as tutors and deliver training to staff on using clinical coding.

#### Clinical audit

Staff working in clinical audit [1] facilitate and undertake projects to measure the clinical effectiveness [3] and governance of specific services and make recommendations on how they can be improved. Depending on the post, duties could include:

- making a full and accurate computer record of patients' stays in hospital
- translating patients' diagnoses and treatment into alphanumeric codes
- liaising with doctors, nurses and other staff to ensure diagnoses and treatment are recorded accurately
- · reviewing quality of data

### Information governance manager

Information governance managers ensure information systems in an organisation comply with national rules and standards about how information is captured, stored and shared. This would typically involve the legal requirements of the <u>Data Protection Act</u> [4], <u>Freedom of Information</u> Act [5] and GDPR [6].

## Planning and performance manager

Planning and performance managers analyse information to monitor current services and plans for the future. They help to ensure that key performance targets are being met, for example on waiting lists for treatment.

#### Want to learn more?

- Find out about the entry requirements for information management [7]
- Find out more about the training and development opportunities in information management [8]

## Pay and conditions

Most information management jobs in the NHS are covered by <u>Agenda for Change (AfC)</u> <u>pay scales</u> [9]. This pay systems covers all staff except doctors, dentists and the most senior managers. Information management staff in the NHS will usually work standard hours of 37.5 per week. Terms and conditions for non-NHS employers and contractors will vary.

## Where the role can lead

There are opportunities to progress your career into senior management roles. Most NHS organisations will now have chief information officers who lead the delivery of information systems locally, regionally and nationally.

Find out more about training and development for information management [8].

## Job market and vacancies

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you'll be asked to show how you think the values of the NHS Constitution [10] apply in your everyday work.

Find out more about NHS values [11].

Most NHS organisations advertise their job and apprenticeship vacancies on NHS Jobs [12]. You can find some of the current vacancies below.

## Find a vacancy

Search

Enter your location or postcode	
	•
Show results within	

#### Clinical Coder

Leicester, LE1 5WW

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

University Hospitals of Leicester NHS Trust

Apply now on NHS Jobs for Clinical Coder job (opens in a new window) [13]

#### Clinical Coder

Stoke On Trent, ST3 5DQ

Salary:

£12.21

Type:

Permanent

Employer:

Adderley Green Medical Services Ltd

Apply now on NHS Jobs for Clinical Coder job (opens in a new window) [14]

## Senior Research Data Analyst

London, NW1 2PG

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

University College London Hospitals NHS Foundation Trust

<u>Apply now on NHS Jobs for Senior Research Data Analyst job (opens in a new window)</u> [15]

## Senior Information Analyst

Fazakerley, L9 7LJ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

The Walton Centre NHS Foundation Trust

Apply now on NHS Jobs for Senior Information Analyst job (opens in a new window) [16]

#### Senior Clinical Coder

Leicester, LE15WW

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospitals of Leicester NHS Trust

Apply now on NHS Jobs for Senior Clinical Coder job (opens in a new window) [17]

#### Senior Clinical Coder

Liverpool, L14 3PE

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

Liverpool Heart and Chest Hospital

Apply now on NHS Jobs for Senior Clinical Coder job (opens in a new window) [18]

### Service Improvement & Information Analyst

Sheffield, S10 2SZ

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Sheffield Teaching Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Service Improvement & Information Analyst job (opens in a new window) [19]

## Correspondence workflow/clinical coder

Merseyside, PR8 6PG

Salary:

£12.48

Type:

Permanent

Employer:

Cumberland House Surgery

Apply now on NHS Jobs for Correspondence workflow/clinical coder job (opens in a new window) [20]

#### Clinical coder and summariser

Hounslow, TW3 3ET

Salary:

Negotiable

Type:

Permanent

Employer:

**Bath Road Surgery** 

Apply now on NHS Jobs for Clinical coder and summariser job (opens in a new window) [21]

### Clinical Coder / Care Navigator

Guisborough, TS14 7DJ

Salary:

£25331.00 to £26423.00

Type:

Permanent

Employer:

The Garth Surgery

Apply now on NHS Jobs for Clinical Coder / Care Navigator job (opens in a new window) [22]

## Clinical Coder / Care Navigator

Guisborough, TS14 7DJ

Salary:

£25331.00 to £26423.00

Type:

Permanent

Employer:

The Garth Surgery

Apply now on NHS Jobs for Clinical Coder / Care Navigator job (opens in a new window) [22]

## Prescription Administrator & Clinical Coder

Ongar, CM5 0AL

Salary:

£12.21

Type:

Permanent

Employer:

Ongar Health Centre

Apply now on NHS Jobs for Prescription Administrator & Clinical Coder job (opens in a new window) [23]

### Clinical Administrator Secretary / Coder

Bristol, BS20 7QA Bristol, BS20 7QA

Salary:

£13.00

Type:

Permanent

Employer:

Harbourside Family Practice

Apply now on NHS Jobs for Clinical Administrator Secretary / Coder job (opens in a new window) [24]

#### Bank Clinical Coders - Band 5

Essex, SS0 0RY

Salary:

£18.53

Type:

Bank

Employer:

Mid and South Essex NHS Foundation Trust

Apply now on NHS Jobs for Bank Clinical Coders - Band 5 job (opens in a new window) [25]

## Workforce Planning & Information Manager

Bolton, BL1 5DD

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

North West Ambulance Service NHS Trust

Apply now on NHS Jobs for Workforce Planning & Information Manager job (opens in a new window) [26]

## Data Quality Assurance Analyst - B

London, E14 4PU

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

**NHS** Resolution

Apply now on NHS Jobs for Data Quality Assurance Analyst - B job (opens in a new window) [27]

### Clinical Coder working within a team

Wolverhampton, WV7 3DT

Salary:

£12.21 to £13.00

Type:

Permanent

Employer:

Albrighton Medical Practice

Apply now on NHS Jobs for Clinical Coder working within a team job (opens in a new window) [28]

#### Clinical Coder and Patient Services Assistant

London, SW15 2TL

Salary:

£13.84 to £14.35

Type:

Permanent

Employer:

Heathbridge Practice

Apply now on NHS Jobs for Clinical Coder and Patient Services Assistant job (opens in a new window) [29]

## Remote Senior Clinical Coder \*£2,000 Incentive\*

Colchester / Ipswich, CO4 5JL

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

East Suffolk and North Essex NHS Foundation Trust

Apply now on NHS Jobs for Remote Senior Clinical Coder \*£2,000 Incentive\* job (opens in a new window) [30]

### Clinical Coding Business Analyst

Bedford, MK42 9DJ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Bedfordshire Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Clinical Coding Business Analyst job (opens in a new window) [31]

#### Information Governance Manager

Cardiff / Wrexham / Swansea, CF10 4BZ

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Public Health Wales

Apply now on NHS Jobs for Information Governance Manager job (opens in a new window) [32]

### Data Engineering Manager

London, SW17 0QT

Salary:

£61927.00 to £68676.00

Type:

Permanent

Employer:

St George's University Hospitals NHS Foundation Trust

<u>Apply now on NHS Jobs for Data Engineering Manager job (opens in a new window)</u> [33]

## Information Governance Support Manager

Nottingham, NG2 4LA

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Health Research Authority

Apply now on NHS Jobs for Information Governance Support Manager job (opens in a new window) [34]

## Information Governance Support Manager

Manchester, M1 3BN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Health Research Authority

Apply now on NHS Jobs for Information Governance Support Manager job (opens in a new window) [35]

### Information Governance Support Manager

Bristol, BS1 6PN

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Health Research Authority

Apply now on NHS Jobs for Information Governance Support Manager job (opens in a new window) [36]

### Information Governance Support Manager

Newcastle upon Tyne, NE2 4NQ

Salary:

£37338.00 to £44962.00

Type:

Permanent

Employer:

Health Research Authority

Apply now on NHS Jobs for Information Governance Support Manager job (opens in a new window) [37]

#### Audit Clerk

Westbury on Trym, BS10 5NB

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

North Bristol NHS Trust

Apply now on NHS Jobs for Audit Clerk job (opens in a new window) [38]

### Data Protection & Security Manager

Nottingham, NG5 1PB

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Nottingham University Hospitals NHS Trusts

Apply now on NHS Jobs for Data Protection & Security Manager job (opens in a new window) [39]

### Information Governance & Records Management Officer

London, E20 1JQ

Salary:

£29500.00

Type:

Fixed-Term

Employer:

Human Fertilisation & Embryology Authority

Apply now on NHS Jobs for Information Governance & Records Management Officer job (opens in a new window) [40]

## EHR System Analyst – Pharmacy, Cancer & Clinical Trials

London, NW1 2PG

Salary:

£54320.00 to £60981.00

Type:

Permanent

Employer:

University College London Hospitals NHS Foundation Trust

<u>Apply now on NHS Jobs for EHR System Analyst – Pharmacy, Cancer & Clinical Trials job (opens in a new window)</u>
[41]

### Clinic Manager

Blackburn, BB1 2PW

Salary:

£50000.00 to £54000.00

Type:

Permanent

Employer:

Diaverum

#### Clinical Manager

North West, M6 7WQ

Salary:

£55000.00 to £62000.00

Type:

Permanent

Employer:

Cygnet Health Care

Apply now on NHS Jobs for Clinical Manager job (opens in a new window) [43]

#### Cancer Audit Facilitator

Exeter, EX2 5DW

Salary:

£29970.00 to £36483.00

Type:

Fixed-Term

Employer:

Royal Devon University Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Cancer Audit Facilitator job (opens in a new window)

### Data Manager, Neuroendocrine Tumour Service

Cardiff, CF14 4XP

Salary:

£30420.00 to £37030.00

Type:

Fixed-Term

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Data Manager, Neuroendocrine Tumour Service job (opens in a new window) [45]

## Deputy General Manager (Clinical)

Guildford, GU3 3LQ

Salary:

£59000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy General Manager (Clinical) job (opens in a new window) [46]

### Deputy General Manager (Clinical)

Oulton Broad, NR32 3AX

Salary:

£50000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy General Manager (Clinical) job (opens in a new window) [47]

#### Deputy General Manager (Clinical)

Stonehouse, GL10 3BZ

Salary:

£49000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy General Manager (Clinical) job (opens in a new window) [48]

## Deputy General Manager (Clinical)

Ipswich, IP5 2GA

Salary:

£50000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy General Manager (Clinical) job (opens in a new window) [49]

## o Clinical Operational Manager Medicine Clinical Board

Cardiff, CF14 4XW

Salary:

£46840.00 to £53602.00

Type:

Permanent

Employer:

Cardiff and Vale University Health Board

Apply now on NHS Jobs for Clinical Operational Manager Medicine Clinical Board job (opens in a new window) [50]

### Clinical Account Manager

Liverpool, L13 1FB

Salary:

£40000.00 to £45000.00

Type:

Permanent

Employer:

**Gray Healthcare** 

Apply now on NHS Jobs for Clinical Account Manager job (opens in a new window)

[51

## Clinical Team Manager

Hetton, DH5 9NE

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

South Tyneside and Sunderland NHS Foundation Trust

Apply now on NHS Jobs for Clinical Team Manager job (opens in a new window)

[52]

## Clinical Services Manager

Oswestry, SY11 2HX

Salary:

£25.12 to £26.12

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Services Manager job (opens in a new window) [53]

## Clinical Night Manager

Leeds, LS15 9HH

Salary:

£20.89 to £21.89

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Night Manager job (opens in a new window)

#### Clinical Admin Manager

PLYMOUTH, PL6 8DH

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

University Hospitals Plymouth NHS Trust

Apply now on NHS Jobs for Clinical Admin Manager job (opens in a new window)

[55]

### Clinical Administration Manager

Leeds, LS17 6QD

Salary:

£30573.00 to £36903.00

Type:

Permanent

Employer:

St Gemma's Hospice

Apply now on NHS Jobs for Clinical Administration Manager job (opens in a new window) [56]

## Clinical Night Manager

Liverpool, L36 5XW

Salary:

£21.53 to £22.53

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Night Manager job (opens in a new window)

[57]

### Clinical Services Manager

Hornchurch, RM12 6RJ

Salary:

£25.12 to £26.12

Type:

Permanent

Employer:

HC-One

Apply now on NHS Jobs for Clinical Services Manager job (opens in a new window) [58]

#### Clinical Site Manager

Stockton-on-Tees, TS19 8PE

Salary:

£53755.00 to £60504.00

Type:

Permanent

Employer:

North Tees & Hartlepool NHS Foundation Trust

Apply now on NHS Jobs for Clinical Site Manager job (opens in a new window) [59]

#### Clinical Team Manager

Hull, HU3 2RW

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

**Humber Teaching NHS Foundation Trust** 

Apply now on NHS Jobs for Clinical Team Manager job (opens in a new window)
[60]

## Clinical Safety Manager

Kao Park, Harlow, CM17 9NF

Salary:

£46148.00 to £52809.00

Type:

Secondment

Employer:

The Princess Alexandra Hospital NHS Trust

Apply now on NHS Jobs for Clinical Safety Manager job (opens in a new window)

## Clinical Services Manager

Keele, ST5 5NT

Salary:

£60000.00 to £63000.00

Type:

Permanent

Employer:

Caudwell Children

Apply now on NHS Jobs for Clinical Services Manager job (opens in a new window) [62]

#### Critical Care Audit Nurse

London, E1 1FR

Salary:

£44806.00 to £53134.00

Type:

Permanent

Employer:

Barts Health NHS Trust

Apply now on NHS Jobs for Critical Care Audit Nurse job (opens in a new window)

## Deputy Manager & Clinical Lead (RN)

Bridlington, YO15 3NT

Salary:

£48000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy Manager & Clinical Lead (RN) job (opens in a new window) [64]

## Peripatetic Deputy Manager & Clinical Lead

Hopton on Sea, NR31 9AH

Salary:

£48000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Peripatetic Deputy Manager & Clinical Lead job (opens in a new window) [65]

### Deputy Manager & Clinical Lead (RN)

Trowbridge, BA14 9EN

Salary:

£26.41

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy Manager & Clinical Lead (RN) job (opens in a new window) [66]

### Deputy Manager & Clinical Lead (RN)

Sevenoaks, TN13 1XH

Salary:

£55000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy Manager & Clinical Lead (RN) job (opens in a new window) [67]

### Deputy Manager & Clinical Lead (RN)

Milton Keynes, MK6 5LS

Salary:

£50000.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy Manager & Clinical Lead (RN) job (opens in a new window) [68]

## Deputy Manager & Clinical Lead (RN)

Sittingbourne, ME9 7LG

Salary:

£53900.00

Type:

Permanent

Employer:

Barchester Healthcare

Apply now on NHS Jobs for Deputy Manager & Clinical Lead (RN) job (opens in a new window) [69]

#### Peripatetic Deputy Manager & Clinical Lead

Tewkesbury, GL20 8US

Salary:

£50000.00

Type:

Permanent

Employer:

**Barchester Healthcare** 

Apply now on NHS Jobs for Peripatetic Deputy Manager & Clinical Lead job (opens in a new window) [70]

### Clinical Nurse Manager (Community)

Lynton, EX356HA

Salary:

£46148.00 to £52809.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Clinical Nurse Manager (Community) job (opens in a new window) [71]

## Further information

- Faculty of Clinical Informatics [72]
- Federation for Informatics Professionals [73]

## Other roles that may interest you

- Information and communication technology [74]
- Clinical informatics [75]
- Emergency care assistant [76]
- Audiology [77]

**Source URL:**https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-management-staff?field\_field\_role=530&page=10

#### Links

[1] https://www.healthcareers.nhs.uk/glossary#Clinical\_audit [2] https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-management-staff/real-life-story-michael-jones [3] https://www.healthcareers.nhs.uk/glossary#Clinical\_effectiveness [4] https://www.gov.uk/data-

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