Head of Data

Reference: H203

Grade:	14
Service:	Digital & IT
Team:	Data
Responsible to:	Director of Digital & IT
Workplace:	County Hall, Morpeth

Responsible for

Council Services within the portfolio. These may change to reflect need and maximise capacity and resources across the Council.

Service / Function

Leadership and management of the Council's data and business intelligence strategy and supporting programmes. This includes taking responsibility for data security, the effective use of and sharing of data, intelligence, and insight to inform decisions and support design and delivery of accessible and modern customer services and effective processes.

Employees

Lead a team of data experts and supporting staff who can support and enable colleagues to work in a data rich environment which supports evidence-based decision making and robust performance management arrangements. The postholder is responsible for circa 15 FTE.

Budget

This postholder has a key role in ensuring the Council makes best use of its budget by using the best available data and insight. The postholder is directly accountable for a gross budget of circa £700k.

Job Purpose

To lead the design, development and embedding of data and insight strategies and services which ensure that data is held securely and support delivery of the Council's key corporate and partnership priorities in line with the corporate plan – a Council that works for everyone, to benefit the people of Northumberland. These activities play a critical role in ensuring that the Council is using the most effective and efficient data which enables the Council to access, analyse and use

the best available information to inform decisions and understand how to make best use of all the resource at its disposal.

The postholder will provide expert advice on the shape of the data strategy and supporting programmes taking account of all available information and using it to help the organisation to manage performance at corporate, service and individual level.

The postholder will work closely with the Director of Digital and IT and the Senior Leadership Team to ensure that the programmes being designed and delivered are able to consider how data can be used to both improve the quality of services as well as reduce inefficiencies and cost. This includes support for options appraisals and business cases as well as contributing to the assessment of potential benefits and benefits realisation.

To provide a data strategy which supports understanding of performance so that decisions are based on appropriate qualitative and quantitative information and business intelligence and create arrangements to help colleagues understand how to collect and make best use of that data.

To play a full and positive role as a member of the Council's Senior Management Team ensuring the delivery of effective strategic direction, leadership and resource management (people, finance and other assets) and use of prioritisation to secure the best possible delivery of public services across the locality and maximise the Council's role in finding ways of delivering services which provide best value for money.

Lead by example and foster a culture, both with the Directorate and across the Council, which engages all staff and partners in the development and delivery of services which meet residents' needs and expectations.

Key functional responsibilities

- Lead the design, implementation and ongoing development of the Council's Data and Business Intelligence Strategy with supporting architecture, programmes and training to help both members and officers make best use of reliable and robust information and insight to inform the provision of sustainable services which provide best value for money and customer experience. All of this activity needs to make best use of digital solutions and to be co-designed with appropriate services to ensure they understand and are able to fully utilise new tools.

- Support Members of the Council, the Director, Executive Director and the Chief Executive in developing the vision and priorities for the County and ensure best advice is provided on the most appropriate response to internal and external pressures for transformational change where digital and IT solutions are key to long term success. This postholder has a particular responsibility to ensure that decisions can be made after consideration of the best possible information so that they are based on evidence and insight. This information is also needed to create a performance framework which uses robust and up to date information so that resources can be realigned wherever necessary. Having the right digital architecture will be key both in having real time information and in dealing with performance at the right level.

- Manage well the interface between Elected Members and Officers within the Directorate, maintaining and developing essential Member / Officer partnerships and processes which support and promote a positive and respectful relationship between Members and Officers.

- Champion a coherent multi agency approach to service delivery and provide leadership, and management of the team within the Directorate to ensure the delivery of the Council's priorities and provision of high-quality, cost-effective services based on community needs.

- Where appropriate participate in and develop the Council's commitment to actively collaborate in major local and regional partnerships to achieve, within the overall strategy, maximum benefit for the Council and its communities. These partnerships will be essential to understand new opportunities which can be used in the organisation to effect positive change.

- Contribute to successful management of the Council's reputation, ensuring that it always acts in the best interests of Northumberland and that its activities are explained to stakeholders in an open and transparent manner.

Principal accountabilities

- Act as the Council's principal adviser on data and business intelligence and support the Director, Executive Director and other colleagues in making sure the Council has all necessary arrangements in place to make best use of data and insight and keep supporting systems in good order to ensure data security and provide timely and robust services. Having the right supporting digital architecture and efficient processes will help the organisation be assured that it is using reliable data in the right way, at the right time and at the right level.

- Oversee the provision of timely and accurate advice to the Director Executive Director, Chief Executive, Cabinet, Committees, and all Members, to ensure provision of high quality professional data and advice on matters which will ensure services are customer focused, sustainable and meet necessary standards as set down in legislation and relevant regulations and best practice standards.

- Deputise for the Director of Digital & IT when requested.

- Act as a role model and exemplar in achieving a people-centred, values based and inclusive organisational culture that promotes innovation and creativity, nurtures growth, and focuses on developing and maximising the potential of the workforce to improve services.

- Oversee the most effective utilisation, performance, and deployment of resources (Human, Physical and Financial) that puts at its heart the provision of high quality, value for money services and ensure that there is sufficient capacity within the directorate to

- deliver successfully against the Council's ambitions and priorities bearing in mind statutory requirements.

- Actively demonstrate commitment and action to develop an inclusive, supportive, and constructive environment where everyone is treated with dignity and respect and diversity is valued in the workplace, in service delivery and communications.

- Support and contribute to the efficient and effective implementation of major programmes of change both in relation to the corporate Transformation Programme and other initiatives to ensure that all data, IT, digital implications are given proper consideration during the assessment of options and subsequent implementation in order to maximise options which deliver best value and reduce inefficiencies.

- Oversee the scrutiny and advice on the plans and actions of Central Government and other external agencies to determine their impact on the development of local policies and priorities such as they relate to the application of digital solutions and position the Council as a decisive and influential organisation to maximise all available assets and use modern and innovative solutions . This will involve horizon scanning for national policy changes to use of digital solutions which might affect the Council's plans .

- Ensure the promotion, development, and maintenance of good relationships with the media and public as an individual and across the Directorate and ensure effective communication and engagement strategies are applied to support delivery of services and change activities.

- Ensure equality, diversity and cohesion principles are embedded across all services. Provide leadership around diversity and inclusion, ensuring that the policies and services of the Council reflect the changing needs of all our communities and workforce and that equality of opportunity is ensured and diversity celebrated.

- Represent and negotiate on behalf of the Council at local, regional, and national levels, promoting inter-authority working across the region and demonstrating flexibility and responsiveness to change.

- If required play a role within the Council's Corporate Emergency Planning arrangements. (This includes a requirement to be available in the event of an emergency to perform the duties allocated to the post within the Emergency Plan).

- To undertake functions in the event of local or national elections, supporting the Returning Officer ensure the democratic nature of such activities is undertaken efficiently and in compliance with all statutory requirements.

- Ensure that all duties and responsibilities are be carried out in accordance with Council's Constitution, governance arrangements, policies, and procedures.

Special Conditions

This position has been identified as a politically restricted post under the Local Government and Housing Act 1989. Therefore, the post holder is restricted from undertaking or participating in any political activity.

Job Description: Digital & IT – Head of Data

Senior Managers Core Competencies

Working with partners

- Work collaboratively across services and departments to deliver corporate excellence.
- Work collaboratively with external partners to deliver excellent service.
- Seek opportunities for partnership working at a local, regional, national level.
- Clarify expectations, objectives and working arrangements of partnerships.
- Contribute effectively to multi-partner projects.

Serving our community

- Promote the Community Plan.
- Seek and act on feedback from the community.
- Influence Service and Corporate plans to reflect community needs.
- Develop, deliver, and improve access to services based on an awareness and understanding of the diverse community.
- Promote equality of opportunity in service delivery

Working within the political arena

- Understand and actively support the role of Councillors.
- Understand and actively support the democratic process within Northumberland Council.
- Recognise the impact of Government and legislation on Council strategy and services.
- Consult, support, and keep Councillors informed.

Delivering excellence

- Understand how corporate performance is measured.
- Monitor and evaluate services in relation to objectives and performance indicators.
- Establish a culture that embraces the agreed Vision and Values.
- Be positive ambassadors for the organisation.
- Contribute to strengthening corporate leadership capacity.
- Identify opportunities where organisational performance could be improved.

Focusing on the future

- Scan the external environment, look ahead, assess strategic options, and develop the Council in the medium and long term.
- Lead the development and implementation of corporate policy at a strategic level.
- Challenge what we do and how we do it.
- Influence relevant national and regional organisations and partners.
- Connect plans, policies, strategies, and services to provide consistent service delivery.
- Generate innovative ideas.
- Translate strategy into action.
- Consider the implications of decisions across the Council and act in the overall interests of Council performance.

Building shared vision and values

- Scan the internal environment and engage employees in compelling visions of the future.
- Create an environment in which a culture embracing our Vision and Values can thrive.
- Involve all stakeholders in building a vision for the future.
- Have a clear picture of the direction the organisation is taking and communicate it with insight, energy, and vision.
- Translate the Council's vision into practical and achievable plans.

Strengthening corporate leadership capacity

- Continuously develop the political leadership and managerial interface.
- Operate with others as a cohesive senior managerial team.
- Create time with staff and other managers for discussion about their development rather than firefighting.
- Coach and mentor staff and other managers.
- Lead, delegate and empower others at a strategic level.
- Identify and develop potential senior managerial successors.

Promoting and facilitating change

- Critically evaluate the reasons that prompt change and take appropriate action.
- Proactively steer internal change.
- Proactively manage the exchange of information between the public and the organisation.
- Consider the resource implications of change.
- Anticipate and respond to emotional and morale issues brought about by change.
- Monitor and evaluate the change process to ensure aims are met.

Person Specification

Head of Data

Qualifications and Knowledge

- Educated to degree level in data science or equivalent and relevant experience.
- Evidence of relevant up to date leadership and management training.
- Evidence of recent relevant Continuous Professional Development.

Experience, Knowledge and Skills

- Proven achievement of leadership success in developing and implementing a data and BI strategy which transforms the management, storage, access and visualisation of data in a large complex organisation

- Significant experience in creating and embedding new systems and processes which support good decision making in the use and distribution of public money and secure best value for local residents.

- Expert knowledge of data Governance and related ethics, agile working and up to date security protocols

- Significant experience in developing tools which collect and analyse business intelligence. This covers both qualitative and quantitative data and insight.

- Extensive experience of working with GIS platforms and tools, PowerBI, tableau or comparable dashboard tools and cloud-based data storage.

- Understanding and experience of using different tools to assess benefits associated with digital change and the capturing of those benefits.

- Proven understanding and experience of undertaking options appraisals to assess to deliver the most coherent and sustainable solutions. This includes understanding how to gather and assess data from various sources and bring it together in a comprehensive and understandable form.

- Significant experience in presenting data to inform decision making based on a rounded understanding of performance.

- Track record of introducing systems and processes that reduce bureaucracy and improve the resident and workforce experience.

- Ability to operate sensitively in a political environment, developing relationships with all members gaining respect, trust, and confidence and being accountable for effective delivery within a challenging financial environment.

- Experience of devising and implementing frameworks, tools and approaches to transform services and leading major change that challenges existing ways of working, and different service delivery models which provide better outcomes for citizens.

- Evidence of personally leading within an organisational culture that models and embeds the practice of co-design and co-production and collaboration with people inside and outside the organisation.

- Evidence of success in personally leading the development of external relationships and influential partnerships that have delivered tangible benefits and created a collaborative environment.

- Evidence of using strong option appraisal, analytical skills, and innovation to achieve organisational success in an environment of reducing financial resources

- Ability to develop long term strategic thinking and bring new ideas, approaches, and solutions.

- Highly skilled communicator who communicates with clarity, conviction and enthusiasm and can demonstrate integrity, create rapport, and build trust and confidence to positively influence outcomes.

- Ability to translate complex ideas and information into meaningful and 'user-friendly' information; 'tells the story' to bring people along and ensure all audiences understand the key messages.

- Ability to develop strong relationships with senior leaders from a range of public and private sector organisations.

- Personal and professional integrity and credibility that establishes respect, trust, and confidence.

- Demonstrate personal resilience and ability to thrive in challenging circumstances.

- Model and demonstrate organisational values and leadership behaviours, creating a shared purpose and positive permission culture that enables people to thrive through development, involvement, and well-being.

Motivation

- Confident leader with a vision for Northumberland with high levels of energy, stamina, and resilience.
- Fully committed to the principles and values underpinning the Council
- Demonstrably strong corporate orientation and a commitment to tackling issues that inhibit organisational progress to high quality service delivery.
- Personality, behaviour, conduct and credibility that engages and commands the confidence of Council Members, senior managers, staff, the public, external partners, and other stakeholders.