
APPLICATION PACK

CORPORATE & COMMUNITY SERVICES

**DATA & BUSINESS INTELLIGENCE
PROGRAMME MANAGER**

**(FIXED TERM FOR 2 YEARS
WITH POTENTIAL FOR EXTENSION)**

ERN02073

CONTENTS

**JOB DESCRIPTION
PERSON SPECIFICATION**

This Application Pack should contain all the information you require to complete your application.

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.

Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

JOB DESCRIPTION



Department: Corporate & Community Services

Section: Strategic Insight & Communities

Job Title: Data & Business Intelligence Programme Manager

Responsible to: Strategic Insight & Communities Senior Manager

Grade: Grade 13

Principal Functions

To lead the development and day to day delivery of a robust, agile, fit-for-purpose Data & Business Intelligence Programme.

To implement proportionate programme management to implement the Council's Information as an Asset (IAAA) Strategy; delivering benefits rapidly, iteratively and managing programme issues and risks as they arise to ensure the programme delivers on-time and in-budget.

To lead the Council's new "centre of excellence" Data & Business Intelligence Team on an interim basis until it is established as "business as usual". This will include operational management of data governance, stewardship, strategic and operational analytics, modelling, business intelligence, dash-boarding and providing data-driven insight, performance reporting and data story-telling that meets the needs/requirements of elected members, senior and operational management, staff, customers and communities.

To ensure integrated joint-working with the Council's Programme Management Office (PMO), ICT and business units to support fundamentally redesigning services and processes from an end to-end data and digital perspective wherever possible to generate efficiencies and financial savings through data-informed insight, automation and self-service.

Other Duties:

Work closely with the Strategic Insight & Communities Senior Manager on the development, governance and implementation of the Council's Information as an Asset Strategy to ensure it continually evolves and remains a forward looking "live", rolling strategy rather than a fixed, static document.

To ensure that robust governance is in place with benefits identified, tracked and realised from all projects; appropriate escalation processes in place.

Working co-operatively within a wider change programme and linking closely

with key core corporate and digital programmes

Generate and maintain a portfolio of data and business intelligence projects that deliver practical, visible benefits within agreed timescales.

Creating consistent processes for capturing the business requirements and benefits; transparently triaging and prioritising projects and ensuring output results are accurate, fully validated and owned by the appropriate level of the business.

To work closely with colleagues in ICT to design and deliver the integration (including ETL), data warehouse, reporting, visualisation and dash boarding components of the council's enterprise architecture. Build business intelligence standards, tools and methods to support business intelligence resources and activities across the Council. This may also include playing a leading role in the development of the business cases to achieve these outcomes.

To define, manage and control master data and metadata management policies, controls and standards and develop consistent and coherent analytic metrics.

Ensure the programme is underpinned by regular accessible communications that explain objectives, priorities, requirements, changes and benefits.

To oversee the delivery of strategic socio-economic and service data analysis, modelling and projections that are used to inform strategic planning, support the delivery of strategic outcomes and improve customer journey, risk management and budgetary efficiency.

To undertake integrated joint-working with strategic planning colleagues to use data to improve service planning, performance management and drive service improvement, including where data is limited or of poor quality.

To work with legal, information security and risk management colleagues to establish data governance arrangements that proportionately apply data principles, standards, policies and guidelines in line with established good practice to ensure data quality; effective data stewardship and custodianship; interoperability of data, legislative compliance and to effectively manage risk.

Leveraging best practice, create policies and controls for the appropriate protection of enterprise information assets through a defined life cycle from acquisition or creation to end of life destruction and disposal procedures.

Lead the development, publication and maintenance of the Council information architecture, as well as a road map for its future development that matches and supports business needs.

Define, develop and support information and data skills and roles across the organisation, including information, data awareness and education streams.

Proactively pursue personal and team learning opportunities, to stay on top of developments in data analytics and relevant legislation.

Manage, plan and execute relevant budget allocations for data & information resources and activities to ensure appropriate involvement in project delivery from the right individuals at the right time; deliver best value, and regular financial reporting of programme spend.

To engage with and build relationships with key stakeholders at all levels of the organisation to ensure existing business practices are reviewed in order to improve the quality and efficiency of digital services, aligned to key business strategies.

Ensure that communication with all stakeholders is appropriately developed and planned so the impact and risks of any proposed changes is fully understood.

To act as a facilitator and communicator throughout the change process.

To work with the Programme Management Office to deliver and help drive the Council's five capabilities as part of day-to-day business:

- Prevention
- Digital
- Community Empowerment
- Data
- Modernisation

To behave consistently with the Council's values.

To undertake such other duties as senior stakeholders may from time to time require.

PERSON SPECIFICATION



POST OF: Data & Business Intelligence Programme Manager GRADE: 13	SERVICE: Strategic Insight & Communities DEPARTMENT: Corporate and Community Services		
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
PROFESSIONAL/EDUCATIONAL QUALIFICATIONS Degree in a relevant discipline Postgraduate data science or information management qualification Programme Management Training e.g MSP or equivalent experience Project Management training e.g. Agile, Prince 2 or equivalent experience Other relevant accredited change management qualification or equivalent experience	✓ ✓ ✓	✓ ✓	Application Form
RELEVANT WORK/OTHER EXPERIENCE Track record of programme management experience including creation of significant change programmes of work and portfolios of projects Experience working in Information Technology, Information Management, Data Science, Business Intelligence or similar fields. Experience of change programmes involving Data driven/Digital services Experience of managing multiple projects across disparate services Experience of managing programme budgets Experience of tendering and implementation of corporate systems Track record of business improvement processes, service reviews and redesigns Strategic and enterprise-wide change management experience Experience of developing option appraisals Experience of complex programmes of change in a multi-disciplinary setting	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	Application Form Application Form/Interview Interview Application Form Application Form/Interview

Experience of developing and managing with a complex programme of work	✓		
Able to demonstrate a sound understanding of how data & information can benefit business users in achieving their desired business outcomes		✓	
SKILLS AND ABILITIES			
Excellent analytical and research skills	✓		
Ability to understand and interpret complex data and make complex matters understandable	✓		
Highly developed written and verbal communication skills	✓		
Experience of Process Mapping Techniques	✓		Application Form/Interview
Experience of Microsoft Project		✓	
Ability to structure programmes of work involving multiple projects	✓		
Ability to work effectively under pressure to meet programme and project deadlines	✓		
Service redesign and systems thinking methodologies		✓	
Highly organised, ability to prioritise and manage on a risk based way		✓	
Ability to give clear, appropriate and unambiguous advice	✓		
Excellent negotiating and influencing skills	✓		
Produce excellent deliverables at pace	✓		Application Form/Interview/ Personality Test
Strategic awareness (inc. ability to recognise and plan for potential impact of corporate approaches / initiatives)	✓		
Ability to mentor and coach staff		✓	
PERSONAL QUALITIES			
Ability to influence at Board, Director and Head of Service Level	✓		
Ability to build rapport and create confidence in staff and elected members	✓		Application Form/Interview/ Personality Test
Take direction as well as provide direction	✓		
Skilled and persuasive communicator and facilitator	✓		
Ability to take the customer's perspective	✓		
Excellent attention to detail	✓		
Ability to lead a team of project managers	✓		Application Form/Interview/ Personality Test
Assertive and able to manage conflict situations			

<p>Able to motivate staff and colleagues at all levels</p>	<p>✓ ✓</p>		
<p>LEADERSHIP COMPETENCIES</p> <p>Pursues Personal and professional Excellence Acts in a manner that reflects the organizational core values</p> <p>Delivers professional impact through clear prioritisation, effective delegation and timeous delivery of strategic priorities</p> <p>Maintains a calm and positive attitude under pressure and during times of conflict</p> <p>Leads the way</p> <p>Begins with the end in mind, focusing on solutions that move the council forward.</p> <p>Inspires others to understand and buy into the organizational vision</p> <p>Takes into account the personal and organisational impact of change</p> <p>Grows and Develops people</p> <p>Encourages open conversation, idea sharing and constructive challenge</p> <p>Works collaboratively with Internal and External Stakeholders</p> <p>Working together to achieve shared objectives and best value for the council</p>	<p>✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓</p>		<p>Application Form/Interview/ Personality Test</p>
<p>ADDITIONAL JOB REQUIREMENTS</p> <p>Ability to manage a range of stakeholders and build effective working relationships</p> <p>Provide constructive feedback to staff and colleagues</p> <p>Understand and where appropriate challenge the service strategies and culture and create necessary approach to deliver a successful change programme</p>	<p>✓ ✓ ✓</p>	<p>✓</p>	<p>Interview</p>