Role Profile
Section 1

Durham County Council

Job Title	Corporate Data & Insight Manager	Service	Chief Executive's
Grade	Strategic Manager Band 1	Service Area	Corporate Affairs
Reporting to	Head of Corporate Affairs		
Politically Restricted	The Council has designated that this post is politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.		

Purpose of the job:

The post holder is responsible for providing strategic leadership, and will set the priorities, policy and direction of the Data & Insight team, aligned to Corporate and Service priorities. They will contribute to the wider service area management team and will lead by example in terms of embedding the vision, values and behaviours of the Council.

This is a critical and influential corporate role which will provide strategic and operational leadership of the Council's corporate data and insight functions, including developing the organisations data science capabilities in conjunction with the Corporate Performance Manager. The post holder will provide oversight of corporate data strategy, data management and engineering, data quality and production functions.

The post holder will also be responsible for applications management, including the development, deployment and maintenance of business-critical software applications across the organisation including those linked to safeguarding e.g. CYPS, AHS. The role is central to the efficient functioning of the organisations software applications, performance and efficiency.

The post holder will have substantial influence through the development and provision of data products which support delivery of the councils operational, regulatory, financial and strategic planning frameworks.

Importantly, the role will also provide corporate strategic leadership for information governance, including the effective use and sharing of data, within the organisation and with partners. In conjunction with the organisations Senior Information Risk Owner (SIRO) and Data Protection Officer (DPO) the post holder will be responsible for the development and delivery of corporate information Governance functions, including policies, performance measures and assurance frameworks in order to ensure corporate compliance with statutory guidelines and good practice.

The post holder will assume a corporate remit as appropriate and will engage with other service areas to achieve better outcomes for the Council.

Key Result Area – Corporate

- To drive organisational change and the transformational agenda by championing the organisational benefits and seeking to embed the application of the council's core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a 'One Council' ethos;

- To strengthen and develop the culture of the council and promote the implementation of a 'One Council' approach. To support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners.
- To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Key Result Area – Leadership

- To provide clear and visible leadership in a positive working environment;

- Contribute to the overall plan for the service, taking the lead role and advising on specialist areas of responsibility;

- Manage corporate and service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

Key Result Area – Service Delivery

- Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;

- Establish effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this into overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;

- Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options where required.

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Key Result Area – Generic Management

- Manage employees, relevant budgets and team/individual performance in accordance with council procedures and objectives

- Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;

- Establish effective lines of communication and build working relationships with the team based around trust and empowerment;

- Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think 'outside the box' in terms of improving service delivery;

- Lead by example in relation to continuous professional development;

- Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;

- Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;

- Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.
- To ensure Health, Safety and Welfare is at the forefront of service plans, procurement activity and the monitoring of operations.

Key Result Area – Job Specific

- Shaping and delivering the Councils data and insights strategy to support transformation and delivery of outcomes
- Delivery of a programme of data products that influence corporate strategy, financial management (MTFP), commissioning and operational service delivery.
- Ensuring appropriate knowledge and skills are delivered into the organisation to support staff development and the delivery of new capabilities and techniques which maximise the potential of data assets.
- Overseeing arrangements for managing and optimising data architecture, platforms and processes, which deliver data quality and efficient ways of working.
- Developing, implementing and optimising software solutions in order to maximise their operational impact whilst ensuring application and data security.
- Managing a range of software supplier contractual arrangements to deliver value for money and efficient ways of working.
- In conjunction with the Senior Information Risk Owner (SIRO) and Data Protection Officer providing strategic direction on data governance across the council and jointly with partners
- Embedding a corporate information governance framework that delivers data quality, security and privacy in line with GDPR and data protection requirements.
- Horizon scanning for national policy and best practice changes relating to the use of digital solutions, including Artificial Intelligence, which may affect the Council's plans
- Championing the importance of data culture, data quality and safe data sharing in senior leadership forums
- Ensuring that Senior Leadership forums and elected members are engaged and informed about strategic direction, progress and outcomes being delivered through data and insights programmes
- The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service

Section 2

	Corporate	Service	Method of Assessment
Qualification	• Educated to degree level or equivalent in a relevant subject, such as ICT, data science or able to demonstrate equivalent experience as outlined in the Corporate and Service experience sections below	A professional certification in data protection, such as Certified Information Privacy Professional (CIPP) or Certified Information Systems Security Professional (CISSP), would be advantageous	• Application form • Selection process • Pre-employment checks
Experience	• Extensive experience at senior management level within a large multi-functional public or private sector organisation. • Delivering large-scale technical ICT and data initiatives and programmes, in a large and complex organisation, to drive business benefit. • Experience of leading data protection assurance frameworks and development plans. • Experience of senior stakeholder management in a political, pressured environment and can build credible and respected relationships at all levels. • Maximising effective working relationships with partners & suppliers to stimulate innovation and improvement • Disseminating complex and technical issues to non-technical audiences in writing and verbally • Experience of formulating strategic plans to deliver business transformation and continuous improvement • Proven ability to manage a significant budget, meet financial efficiencies ad achieve value for money; • Working with Members and Senior Officers, advising on specialist areas of responsibility; • Experience of people management, including motivation, engagement, empowerment, performance management and development; • Experience of managing complex projects and matrix management;		• Application form • Selection process • Pre-employment checks

	• Experience of implementing and delivering partnership working with both internal and external partners.		
Skills and Knowledge	• Knowledge of how to lead an expert function with excellent influencing, strong decision making, negotiating and conflict resolution skills • How to develop and progressing a data strategy whilst managing data across a complex IT environment data science and artificial intelligence capability. • Comprehensive understanding of applications management and optimisation • How to deliver and be accountable for an enterprise wide data strategy – from collation and capture through to exploitation and delivery of customer or user value • Knowledge of data governance and related ethics, agile working and up to date security protocols • Project management, business transformation and change management skills; • Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries; • Knowledge of how the Understand and promote the application of digital technology to can support and enhance service delivery; • The ability to identify and exploit commercial opportunities for the benefit of the community and the council; • The ability to delegate effectively; • Understanding of how to develop/sustain a high performing team • Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery; • Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available; • Problem solving and budget setting skills;		• Application form • Selection process • Pre-employment checks

	• Political and cultural awareness and an understanding of the political context and environment of Local Government; • Strong communication and presentation skills;		
Personal Qualities	• Professional in approach; • Strategic thinker; • Personal commitment; • Flexible approach to work; • Well organised and self-motivated; • Resilient with strong self-awareness.		• Application form • Selection process • Pre-employment checks