**ROLE PROFILE**

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| **Role Title:** | Data & Information Manager | **Leadership level:** |  |
| **JRN:** | 20791 | **Job family:** |  |
| **Band:** | 11 | **Location:** | Agile |
| **Allowances:** | As per contract | **Politically restricted:** | No |
| **Department:** | Digital Policing | **Vetting level:** | RV |
| **Reporting to:** | Solutions Delivery Manager | **Date Published:** | September 2022 |
| **Posts responsible for:** | Allocated Staff |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| To understand and support the information needs of the Force, managing the effective capture, storage, protection and integrity of the Force’s data assets whilst assuring the quality of data and information. To also manage confidentiality and privacy to appropriately protect the Force’s information and data whilst strategically ensuring that data is used effectively to add value to the Force.  |
| **Key responsibilities of the role:** |
| **1** | Lead, manage and motivate the Data and Information Management team, ensuring the continuous development of its professional capability and capacity |
| **2** | Embed a culture geared towards safe, secure and efficient use of data and information that will add value to the Force and support an outstanding policing service |
| **3** | Continuously improve and maintain the standards of data integrity through the introduction of policy and procedure, standards, frameworks and tools whilst continually monitoring and reviewing the ethics of the data and information being managed. |
| **4** | Ensure the service delivery of the Data and Information team remains in line with service level agreements and defined Key Performance Indicators in order to provide a customer focused service which meets organisational needs. |
| **5** | Provide internal consultancy, advice and strategic direction on the effective management of data across the Force in line with defined architectural constraints |
| **6** | Oversee assigned data and information projects, providing cost benefit analysis, Data Protection Impact Assessment (DPIA) and other management control information as required to ensure that data and information provision meets the needs of the Force in a responsive and secure manner |
| **7** | Work closely with Digital Policing teams to ensure the provision of a fully integrated efficient, effective and customer focused data service with specific responsibility for:- 1. Data and Database Administration Services;
2. Data Warehousing;
3. Data Modelling & Design;
4. Data Integration and Interoperability, including Extract Transform Load [ETL] process;
5. Data/Information Flow Design and Management;
6. Metadata;
7. Data Stewardship
 |
| **8** | Manage effective delivery of a support and maintenance service for the Force’s data environments, ensuring security standards are met and data environments are patched, monitored and maintained appropriately to operate within agreed SLAs. Ensure that the appropriate documentation and activities have been successfully concluded prior to a data infrastructure change transitioning into a live service |
| **9** | Manage effectively the assignment and capacity planning of staff to projects ensuring proper governance and controls are in place to balance the needs of the Run and Change functions |
| **10** | Working closely with the Data Architect, ensure that Data and Information governance and data handling ethics are adhered to in the delivery of a Force blueprint for data and information management |
| **11** | Engage and build positive relationships with Digital Policing teams, suppliers, stakeholders and partners to understand their needs, priorities and how the Data and Information Team can support the realisation of these needs |
| **12** | Prepare budgets in consultation with senior management by ensuring that funding and resources remain aligned with planned commitments and financial guidelines. Contribute to negotiations with suppliers and tenderers for equipment and services, by ensuring that an informed and balanced view is available to support the decision making process |
| **13** | Contribute to the maintenance of the departmental Major Disaster Recovery Plan in order to ensure that operational activity remains unaffected under a variety of disaster scenarios. Participate in the system of implementation and recovery procedures including work outside standard office hours and take part in the call-out/stand-by rota, in order to satisfy the needs of system users |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal:** Digital Policing CIO, Solutions Delivery Manager, Head of Digital Polcing, Enterprise Architecture Team, Digital Policing Team Leaders, Data & Information Teams, Force Transformation, internal End Users, Infrastructure Services team, Digital Policing Service Desk, Information Security Officer and IMD, Procurement and Finance Teams.**External:** Third Party Suppliers, External End Users, Auditors |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
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| **Part D – Continuous Professional Development (CPD) role 6 months**  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Educated to degree level (or equivalent relevant experience)  Data Management experienceKnowledge of database design and methodology (User, Tester and Analyst)Team & Line Management experienceExperience of using an ITSM toolSupplier management experienceData Protection KnowledgeDatabase Administration knowledgeFinancial Management KnowledgeResource Capacity ManagementData Management experience, including data protection knowledge | Database Administration experienceKnowledge of Qlik Sense QDI and QDAExperience of running SQL scripts.Customer Service experienceKnowledge of Atlassian’s Jira ITSM solutionKnowledge of ITIL4 lifecycle | Application/interview/CPD  |
| Planning and organising | Experience of implementing governance, standard, policy and procedure to manage quality and integrity of dataGood organisational and planning skills, including capacity and resource planning experienceStrong capacity and demand management experience. |  | Application/interview/CPD |
| Problem solving and initiative | Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions.Logical approach to troubleshooting and use of appropriate tools.Experience in leading investigations and resolution into technical issues with the ability to advise on best practice and appropriate tools. |  | Application/interview/CPD |
| Management and teamwork | Motivational team leadership skills and line management experienceLeadership and strategic management skills |  | Application/interview/CPD |
| Communicating and influencing | Excellent communication skills with the capability of bridging the gap between technical and business language to ensure shared understanding and clear strategic direction for data management within Northumbria Police;Strong stakeholder management skills, including third party suppliers and providers; |  | Application/interview/CPD |
| Other skills and behaviours | a balanced mix of technical and business skills | Experience of working in a public sector or police force environment | Application/interview/CPD |