

JOB SUMMARY

Post Title	Transformation Manager – Organisational Intelligence						
Job Family	<i>Business Support</i>	Pay Range	13	Line Manager to others?	Yes	Role profile ref	BS13
Service Area	Strategy – Organisational Intelligence						
Line Manager	Debbie Downer						
Location	Agile Working across a range of IWC sites and home						

Job Purpose

The purpose of this role is to provide technical expertise and advice to senior leadership, council services and partners on the management and analysis of data to aid decision making, presentation and development of business intelligence reporting.

You will lead on a number of transformational and technical projects in this field delivering and behaviour change and learning across all levels of the authority in relation to the management of corporate risk and performance, whilst ensuring a high quality professional analytical service that supports key strategic needs.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Lead on the development of the council's data strategy, review and implementation of data warehousing and data-based decision making throughout the authority
 - In partnership with relevant stakeholders, design and develop the data strategy and resulting business cases for data warehousing, launch and manage the resulting project coordinating effectively with suppliers and users
 - Provide highly effective leadership to ensure delivery of the required benefits and change on time and to target.
 - Design and implement highly effective approaches to embed a culture of data-based decision making, build effective communication and development strategies to ensure delivery of highly effective learning and culture change
 - Build strong relationships with senior leadership groups in each directorate championing and embedding the approach

- Lead on the review and improvement of corporate risk for the council ensuring business risks are identified, reviewed and managed correctly
 - Undertake a review risk systems, policy / guidance, corporate reports and management practice, and design and implement an improvement programme
 - Work with directorates to ensure risk is effectively managed and is discussed regularly by senior leadership groups
 - Undertake a gap analysis related to knowledge of risk management, and implement highly effective learning programmes to enhance knowledge and skills
 - Build strong relationships with senior leadership groups in each directorate championing and embedding the approach, ensuring alignment with the strategic objectives / values and service plans.
 - Ensure the production of the quarterly council risk reports to CMT and Cabinet, providing meaningful analysis against the delivery of corporate objectives.

- Lead on the management and measurement of corporate / business performance
 - Provide expert advice to council services on the measurement and management of performance in relation to service delivery, benchmarking and target setting. Understand and interpret organisational issues, trends and problems which may have a broad impact both within the council and for partner organisations.
 - Ensure the production and continuous improvement of the quarterly council performance reports to CMT and Cabinet, proving meaningful analysis against the delivery of corporate objectives.
 - Work closely with senior leadership groups to aligned performance measures to strategic objectives and service plans, to aid informed decision making and performance improvement.

JOB SUMMARY

- Be the expert adviser for corporate performance, risk, and business intelligence within the council.
 - Provide specialist analytical, research and evaluation advice and support to council services.
 - Undertake research and develop and implement core systems, policies and procedures, and contribute to developing council strategy within area of specialisation
 - Create and maintain productive working relationships with other public sector organisations and agencies, and internal departments, including the identification of opportunities for greater co-ordination in the approach to intelligence.

- Provide effective leadership and management ensuring delivery of effective business intelligence, effective and engaging visualisations and reports relating to key strategic needs.
 - Manage and distribute resources appropriately to emerging and planned priorities and ensure motivation and engagement.
 - Delegate work effectively to the team ensuring effective use of skills and experience, and transference of knowledge and skills, ensure the use of the most effective visualisation / analysis tools and modern analytical techniques
 - Deputise for the Strategic Manager as and when required

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Significant and substantial relevant experience of working in the service area / profession, with evidence of appropriate detailed and specialist knowledge of relevant systems, policies, regulations, professional guidelines and legislation.	Specialist knowledge and experience of statistical methodologies and techniques.		Y
	Excellent written and verbal communication skills, with experience in disseminating information via written reports and presentations to a wide range of audiences with different levels of technical understanding.	Y	
	To have shaped and delivered policies and procedures to influence the way an organisation undertakes change management and continuous improvement	Y	
Excellent knowledge of the service area, the authority and the interrelationships with other services and external agencies / partners including influencing factors.	Experience of designing and delivering training on key techniques to support the corporate approach to Performance Management and Analytics		Y
	Knowledge of key industry trends and best practice in the use of data for strategic insight for example data visualisation, digital technologies and data warehousing.	Y	
	Awareness of new technologies and ICT advances which can be utilised for interpreting and understanding data sets		Y
Knowledge of GDPR legislation and the implications for using data and information in intelligence.		Y	
	Experience of managing projects, which impact the area of specialism, IWC and wider partner relationships.	Y	
Ability to develop and lead projects and effectively resolve escalated or complex issues within the prescribed frameworks.			
Excellent interpersonal, persuasion and negotiating skills, in order to influence outcomes critical to the organisation.	Significant experience of dealing with and influencing both internal and external stakeholders	Y	
Excellent analytical skills demonstrating evidence of the ability to identify and evaluate complex	Experience in analysing, identifying and interpreting a range of data and information, trends, and problems which may have a broad impact.	Y	

JOB SUMMARY

problems / issues and develop innovative solutions.	<p>Experience of both qualitative and quantitative research methods and their use in producing an evidence base for decision making.</p> <p>Experience of supporting development of strategies through the use of data and evidence</p>	Y	Y
Excellent ICT skills - including use of Microsoft applications and specialist systems which support procedures and record keeping.	<p>Extensive working knowledge of MS Office – Excel, Access, Word & PowerPoint</p> <p>Specialist statistical software for example SQL reporting, SPSS, Power BI, Tableau, R or Python</p> <p>Knowledge of GIS systems and outputs</p>	Y	Y Y
Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.	Show flexibility in working hours and locations to ensure that deadlines are met even in periods of great demand which may require you to work additional hours.	Y	
Experience of implementing change.	Evidence of system wide thinking relating to the customers experience	Y	
Manager only Experience of the development, motivation and management of staff. Proven ability to monitor performance and if necessary take corrective action.	<p>Experience in the training and development of others in risk management, performance management and information skills</p> <p>Ability to advise staff on appropriate methodologies and techniques.</p>	Y	Y
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to degree level or equivalent standard/experience in a relevant subject		Y	
Relevant professional / vocational qualification.	Prince 2 Project Management		Y
Professional registration may be required.			
May require relevant certifications including evidence of fluency in English language.			
Other Requirements			
Organisation Structure (optional)			