Manchester City Council
Role Profile

Senior Data Officer, Grade 8
Performance, Research & Intelligence, Corporate Services Directorate
Reports to: Performance & Insight Manager
Job Family: Corporate Organisational Support

Key Role Descriptors:

This role will be a subject matter specialist providing expert advice and support to a range of stakeholders within a specialist area to enable the delivery of service and organisational objectives.

The role holder will work in partnership with stakeholders across the organisation and beyond to support decision making and operational service delivery.

The role holder will research and be the source of intelligence within the specialist area, leading in the development, design, implementation and review of policies, procedures or strategies to ensure continuous improvement.

Key Role Accountabilities:

Work collaboratively to provide comprehensive and timely information and advice to stakeholders which meets customer needs.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Deliver and, where appropriate lead, the implementation of assigned strategy and policy projects, in accordance with agreed time, quality, budget and other project performance criteria.

Oversee the collation of comprehensive management information and reports, ensuring these are produced accurately and consistently.

Develop and manage relationships with other city council services and relevant partner agencies in order to challenge the way services are delivered and establish options for improving performance to ensure high quality of service delivery and cost effectiveness.

Effectively communicate highly complex and potentially challenging messages both verbally and in writing, ensuring balanced and proportionate responses which protect the authority's interests.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team

of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' response.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued.

Role Portfolio:

The role sits within the Performance, Research and Intelligence (PRI) service and our objective is to ensure decision makers in Manchester have the evidence, intelligence and information they need to make decisions which have the most positive and effective impact on the city's priorities.

PRI works collaboratively to develop and implement business processes to control, manage and improve data quality to ensure any data that the Council uses is accurate, reliable and consistent.

The role reports to the Performance & Insight Manager and will support them to ensure the provision of high quality function to enable the delivery of service and organisational objectives, supporting the delivery of, managing or commissioning specific projects as required. The role holder will supervise teams of data officers to deliver innovative, high quality solutions in data analysis, reporting, data transformation and performance reporting

The role holder will help to develop and input into the collaborative design, development and implementation programmes of work to support the delivery of appropriate and effective data governance, reporting and analytics functions for the City Council and support their contribution to the achievement of strategic and operational objectives. They will help to drive adoption and implementation of reporting, data quality, ETL tools, maximising the benefits with the business stakeholders to drive efficiency, automation and data insight

The role holder will manage and coordinate projects of PRI related work, including data sharing, reporting and analytics, data quality initiatives to deliver appropriate data driven projects to ensure MCC data is fit for purpose and supports cross service data distribution and analysis. They will develop and maintain technical expertise for area of responsibility and working with ICT colleagues and business stakeholders support the production of roadmaps and plans for development of the software solutions, exploring the alternatives and recommending emerging best practice

The role holder will develop key relationships and work with partnership organisations to ensure there are effective data standards and quality when data is passed between the organisations, these include including Legal for information governance activity, ICT for system development, PRI for performance and data science activities, business data owners for data quality work and external organisations.

The role holder will work directly with ICT to ensure data management and system matters are effectively addressed when upgrading, supporting resolution of system issues and / or procuring software applications.

The role holder will have:

- Detailed Knowledge of the application of ICT within services
- Detailed Knowledge of large organisations and how corporate systems and departmental systems interrelate

- Technical expertise in data and information management techniques and programming languages

<u>Key Behaviours, Skills and Technical Requirements</u>

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Project Management:** Excellent ICT and organisational skills to develop a detailed project schedule for use by the Project. Has experience of developing and monitoring project progress through the use of a simple GANTT chart.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Strategic Thinking:** Ability to identify and prioritise objectives that are consistent with the strategic vision of the organisation.
- **ICT Skills:** Skills to ensure the availability, integrity and searchability of information through the application of formal data structures and protection measures.
- **Research and Intelligence:** Seeks out rigorous research into new approaches and looks for the potential to develop existing approaches
- **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

Technical requirements (Role Specific)

None