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| **Job details** | |
| **Job title** | Head of Data, Intelligence and Systems |
| **Job Reference** | 20945 |
| **Grade and Salary** | SM - £72,329 - £81,708 per annum (pro rata for part time)  This role includes performance related pay progression |
| **Service and Team** | Children and Young People’s Services, Insight and Intelligence Team, Intelligence Hub |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX *-* **Hybrid** |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)* |

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| **About us** |

As a modern and effective Council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

Under the direction of the Assistant Director for Commissioning, Performance & Quality Assurance, the Head of Data, Intelligence and systems, Children and Young People’s Services (CYP) will lead:

* The ongoing development of accurate and sophisticated business reporting with CYP, including the development and curation of dashboards so that information is easy for staff to access and interpret correctly, statutory reporting, and linking activity data with financial or other data where feasible and beneficial.
* The development and embedding of complex linked population health management data and related analytics across CYP, including for risk prediction, cohort identification and evaluation, supporting the work of all CYP teams and of CYP strategically with regards to prevention and early intervention opportunities.
* The ongoing development of data to support transformation across CYP, including modelling of demand and capacity scenarios; tracking performance against scenarios; baseline setting and indicator tracking; effective evaluation using advanced analytical tools; and ensuring data is at the heart of transformation.
* The effective communication of insight and intelligence within CYP, including to Councillors, Directors, the Directorate Leadership Team (CYP LT), and with external partners including health, youth justice, education and the VCSFE.

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| **About the team** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

The team develops, quality assures and provides the information upon which operational teams depend – this includes operational live dashboards, ‘flow’ analysis, performance monitoring information, statutory information returns and, increasingly, strategic information about risks, prevention opportunities and outcomes.

The team delivers a wealth of statutory returns to governing bodies.

The team also hold responsibility for two caseload management systems, including their development, configuration, training and user support.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

1. **Management and Communication**

* Manage the CYP Intelligence Hub (CYP I Hub) effectively, allocating resource efficiently to cope with workload pressures, ensuring all the skills of the team are used and developed to maximum effect, and that the team are supported through ongoing periods of change.
* Work with CYP Leadership Team and other partners to identify priority areas for insight development and deliver against those priorities in a timely and effective manner.
* Provide analytical leadership across CYP. This includes being a visible senior trusted expert for CYP on data and analytics, including in the provision of advanced technical and analytical skills, as well as providing dedicated analytical expertise to the CYP Leadership Team and more widely within SCC when required.
* Deputise effectively for the AD, Commissioning, Performance & Quality Assurance when required, including at the CYP Leadership Team and other key directorate meetings.
* Present the work of the CYP I Hub at a variety of decision-making forums, tailoring communications to meet the needs of different audiences, and communicating analysis with impact, ensuring that insights drive and support action.
* Provide high quality senior analytical leadership and/or sponsorship across a portfolio of analytical projects in CYP, by leading work being delivered by the I-Hub and by providing support and partnership to wider analytical teams within SCC.
* Be the CYP business lead for relevant case recording systems including CORE+ and Systm1.
* Manage the data collection teams within CYP, including the data collection for Key Stage and Phonics returns, and the tracking team for post-16 destinations, ensuring the data collections are accurate and timely and the teams are delivering to a high standard.
* Provide high quality leadership to CYP I Hub analysts, supporting staff to reach their potential and to manage the development of the team such that the team has the right diversity of people and skills with the right capacity to meet the needs of stakeholders, noting that these needs are already changing rapidly and that this rapid pace of change is likely to continue (for example, in relation to predictive analytics and to AI).
* Help to build an inclusive culture across Children and Young People’s Services and contribute to this across your sphere of influence, being a champion of diversity and data which supports understanding of diversity and enabling a feedback culture to thrive.

1. **Planning and development of insight and intelligence within Children and Young People’s Services**

* The Head of Data, Intelligence & Systems, Children and Young People’s Services, will be responsible for the ongoing development of analytical capacity and capability, both within the specialist I Hub and more widely in CYP, and the development and availability of datasets to drive analytics.
* Take a lead role, locally, regionally and nationally for CYP in responding to, and influencing where possible, upcoming statutory demands for data and intelligence, as well as developing the work of the CYP I Hub into a leading and respected force in local authority analytics.
* Develop the CYP I Hub such that its programme of work aligns with local priorities, including CYP Transformation, as well as national guidance, by ensuing the team’s capabilities develop and flex accordingly.
* Be an expert on CYP data issues and also highly knowledgeable about the issues affecting CYP more generally so that immediate and future needs for insight, analysis or additional reporting can be anticipated wherever possible, and delivered promptly.
* Act as a key champion for analytical development within CYP and across the Suffolk system by working with analytical leads and neighbouring networks (e.g. Offices for Data Analytics) to identify development needs and deliver appropriate training and support to develop capabilities.
* Develop the CYP I Hub to be a high performing analytical unit with a broad analytical skillset but specialist knowledge in key areas, including as advanced analytics, predictive analytics, data science, and evaluation, as relevant to CYP.
* Lead the PHM intelligence agenda for the Suffolk & North East Essex ICS and Norfolk & Waveney ICS as it relates to children and young people’s services, ensuring insights on population need and ‘at risk’ cohorts are delivered to CYP internal customer requirements and that they drive and support targeted CYP interventions and evaluation.
* Through evaluation, develop a persuasive case for continued investment in data and analytics and create a supportive coalition for further development of the I Hub in terms of scope and scale, should resources allow.
* Champion the sharing of analysis and code across SCC and with external system partners where appropriate, and support and drive initiatives to be transparent with the use of health and care data.
* To be up to date with, and to critically appraise, best practice in relation to CYP analytics and to bring that best practice into the I Hub where appropriate, in relation to both qualitative and quantitative intelligence.
* Work with Public Health and Communities Directorate, Adult Social Care Directorate, and other SCC directorates to analyse local and national data as part of planning processes e.g., demographics and other characteristics for the segmentation and targeting of interventions.
* Take a clear and effective project management approach to the planning and delivery of programmes of work.
* Work with project leads and other SCC teams to design, develop, implement, and review robust evaluations of CYP projects and programmes, using approaches such as PHM wherever possible and appropriate.
* To take professional responsibility and exercise autonomous judgement with regard to their professional analytical practice, as part of the multi-disciplinary CYP team.
* To role model, develop and implement innovative strategies to encourage a high performance culture that delivers excellence, best value, promotes success and continuously improves.
* Hold responsibility for the provision of information analysis to support management of operational performance across CYP, audit and other corporate requirements, including workforce and finance, to ensure effective and robust data extraction and data quality.
* Hold overall responsibility for the completion and sign off of statistical and qualitative survey-driven statutory returns to the Department for Education and Department of Health and Social Care, and to wider organisations such as Association of Directors of Children’s Social Care (ADCS).

1. **Management of self and resources**

* Responsible for the effective prioritising and organising of own workload.
* Provides recommendations for improvement to own service area and role as appropriate.
* Participate in reflective practice as part of own professional development.
* Undertake effective and relevant continuing professional development as appropriate.
* Responsible for limiting actions to within professional competencies and raising with line manager if duties fall outside of these areas.
* Undertake additional duties, in agreement with the line manager and consistent with the grade of the post.
* Required to use a computer and knowledge of specialist analytical software packages (which may include MS PBI, SQL, R, Python etc) is desirable
* Responsible for safe and effective use of equipment.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant degree (essential)
2. Masters level (or higher) qualification in analytically demanding subject (essential), or extensive expert-level practical/operational experience in an analytical / intelligence /systems-based role
3. A project or programme management qualification (desirable)
4. Evidence of relevant continuing professional development.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk through leading and delivering effective work in insight and intelligence in relation to adult social care
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. High level of understanding of the potential capabilities offered by new approaches to data and analytics now and in the future
8. Ability to remain calm and resilient in stressful situations, with experience of delivering multiple tasks with tight deadlines
9. Ability to lead by example, inspiring confidence and trust, and create an atmosphere of ‘can do’, including by gaining the commitment of others to undertake tasks which are outside your direct control
10. Ability to demonstrate a high degree of integrity
11. A clear understanding of the importance of accurate intelligence and the evidence base in effective decision making
12. High level of understanding about how County Councils work and the political landscape, on local and national levels. (desirable)

**Specialist knowledge, skills and experience**

1. In-depth knowledge and understanding of the major issues facing local government and Children and Young People’s Services
2. Demonstrable evidence of high performance and achievement in a data/analytical leadership role at a senior level within CYP or similarly complex service
3. Demonstrable evidence of having successfully contributed to major service improvements from a data and intelligence perspective, driving associated cultural change to embed the improvements
4. Ability to successfully lead and manage a diverse analytical team within a complex setting with the emphasis on quality, accuracy, correct interpretation of data, the effective derivation and communication of insight and intelligence, the use of appropriate statistics, and the development of skills and knowledge for the future
5. Maintains detailed knowledge of professional and technical developments within the field
6. Ability to articulate best practice and is a recognised authority in their specialist area
7. Expert-level ability to lead on the implementation of SQL, Microsoft Power BI and other products in order to further the strategic vision of Suffolk County Council in the use of automated intelligence reporting solutions and specialist analytics
8. A record of successful resource management and budget management, monitoring and control of the performance of human, financial and physical resources in a complex/political organisation
9. Ability to lead service evolution and to successfully develop and implement corporate policies and procedures.
10. In depth knowledge of nationally agreed standards, relevant legislation, and best practice in the field
11. Proven ability to produce complex, high-quality reports and manage large amounts of data, including complex linked datasets
12. Ability to make independent decisions to identify problems and to agree and apply solutions and to take appropriate action.
13. Ability to apply creative thinking and new ideas to deliver improved data and services.
14. Proven ability to challenge existing practice, provide leadership and make a positive contribution to the provision of services
15. Ability to work with minimal supervision and support to deliver own objectives and those for whom responsible.
16. Curious about data. Able to critically analyse and see the ‘bigger picture’.
17. Significant experience of designing and leading the evaluation of projects and interventions, including an understanding of key evaluation approaches, the application and development of theory of change and logic models, and the ability to apply this knowledge to give practical support to colleagues
18. Proven track record of ability to influence, negotiate and motivate others at a strategic level.
19. Extensive experience of working with a range of stakeholders, professionals and the public to develop and deliver interventions
20. Highly developed written and verbal communication skills in a variety of formal and informal settings including delivery of presentations to key internal and external stakeholders
21. Highly competent analytical skills and knowledge of the strengths and weaknesses of different data sources
22. Flexibility to manage and prioritise an unpredictable workload and the workload of others in response to demands.

**Additional requirements**

1. High levels of IT competence, including all Microsoft software Packages. Knowledge of analytical packages and languages, including for example, MS PBI, R, SQL, Python, is desirable

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.