

Job description

Title: Head of Data and Information

Reports to: Head of DDAT

Location: Birmingham, Canary Wharf, Cardiff, Croydon or Sale

Grade: 16

Salary: £68,275 per annum (plus London Weighting of £4,731 if applicable)

Contract: Permanent

Purpose

As a Head of Data and Information, you will be welcomed into a dynamic and inclusive Strategy and Corporate Services directorate. The IOPC is on a journey to develop its culture, perspectives and ethos to support the organisation's core outcomes and this is your opportunity to enter into the varied world of IOPC Data and Information Management, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales. The Data and Information team is part of a new Digital, Data and Technology function within Strategy and Corporate Services. It is a new function and brings together teams responsible for knowledge and information management, data analysis and reporting, data quality and records management as well as ICT. It operates nationally with team members across seven sites.

The role will lead a range of teams to develop and deliver the IOPC Data Strategy with a focus on information management and assurance, data quality and meaningful reporting. Ultimately the work of the function will provide data and insight capability which supports performance management of front-line work as well as strategic decision making and greater transparency about the work and impact of the IOPC.

Working with colleagues within the DDaT function and the SIRO, Data Protection Officer and Communications you will play a key role in identifying and delivering opportunities to improve information risk management, assurance and governance services within the IOPC.

You will develop and lead a team who will work with all areas of the IOPC to drive excellent information assurance, ensuring it has the infrastructure, policies and processes to be an organisation that values information and data as an asset and the right information is shared with the right people at the right time.

Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Head of Data and Information will need to be committed to managing



Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

in the context of these values.

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five [calls to action](#) for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to [Operation Hotton](#), to [Welsh Language Standards](#) and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



Main duties and responsibilities

- Lead the delivery of the Data Strategy, and information and data aspects of the IOPC corporate strategy. Initially, this includes action as SRO for a significant programme of change to deliver improvements in this area.
- Deliver and iterate the Data Strategy, working with senior leaders and staff across the IOPC to embed a culture where information and data are valued and treated as an asset
- Lead develop and support teams in the delivery of knowledge management, data analysis, reporting and records and archive management,
- Work in collaboration with ICT to define and deliver improvements in business intelligence and information sharing, ensuring that developments in available technologies influence strategy and practice.
- Develop processes and infrastructure that ensure information assurance in accordance with ISO 15489.
- Develop and implement policy and process to enhance the maturity of IOPC document and record management practice; ensuring it meets duties under the PRA 1958 (Public records act 1958) and that record lifecycles are managed in accordance with ISO 15489.
- Develop capabilities to deliver insight and intelligence services to the business
- Work with ICT to develop and maintain information sharing networks and platforms

- Deliver effective and timely performance reporting and analysis to support the business aims

Leadership Responsibilities

- As a member of the DDaT management team, work collaboratively with the Deputy Director, DDaT and other Heads of Function to deliver the strategic plan.
- To deputise for the Deputy Director DDaT as required.
- Lead and manage the staff within the function based in different offices.
- Manage the budget for information assurance and business intelligence ensuring efficient and effective use of resources, value for money and compliance with financial instructions.

Key Interfaces

- Information Assurance Board
- SIRO and Data Protection Officer
- Head of ICT
- Head of Communications
- Head of Business Development
- Director General and Management Board
- Executive Team, Regional Directors and Director for Wales
- Other Heads of Function across IOPC
- Staff council and staff networks to promote staff engagement
- External stakeholders

Person specification

Essential

- Comprehensive up to date knowledge of both legislative requirements and best practice standards in relation to information assurance records management and business intelligence, data and analytical tools.
- Significant experience in applying that knowledge to deliver information assurance and governance in a complex organisation with a wide ranging and varied data landscape
- Experience of generating performance reporting and using it to support operational managers with performance improvement
- Experience of data analysis and generating insight to support strategic development
- Proven ability to lead in a data driven organisation
- Proven ability to understand and influence the strategic direction of high-profile public facing organisations
- Experience of leading, developing and motivating diverse teams using both traditional line management as well as matrix management approaches

- Knowledge of project and programme governance, innovation and improvement best practice
- Ability to lead others in a context of change and ambiguity
- Highly developed communication skills
- Highly developed influencing and negotiation skills
- Ability to manage a budget and adhere to public sector procurement guidelines

Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email humanresources@policeconduct.gov.uk

Working conditions

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues. Our business need framework guides our decisions about when it is best to work onsite (in our offices or other appropriate locations) to complete tasks most effectively or when to work remotely, offering colleagues flexibility to work where they feel most productive and supporting work-life balance. The model also encourages staff to feel welcome at the IOPC by ensuring we have opportunities to work face-to-face as teams.

Preparation checklist

- ☐ Review the full job description
- ☐ Review the behaviours and the descriptors for each behaviour
- ☐ Review the Strengths dictionary
- ☐ Review the IOPC values
- ☐ Consider your Strengths (if applicable)
- ☐ Consider drafting example answers that cover the specific elements
- ☐ Prepare some questions to ask the interviewers