

Head of Analytics Information, Systems & Change

Overview	
Role Purpose	<p>As a leader in the sector, digitally transforming services, NHG recognises the importance of Data in achieving its vision. The Head of Analytics role offers an exciting opportunity for someone to shape and deliver our analytics strategy. In this role you will be in at the start of the journey to make NHG more data driven and deliver our new strategy. Reporting to the Director of Data & Analytics you will embark on an agile transformation programme utilising the latest technology. You will deliver incremental business benefits, at pace, and be responsible for transforming us to be more data driven; using it to enable strategic decision making, to influence and change the way we deliver services and work. To do this you will establish policies and procedures, create new relationships to support your aims, deliver our new analytics framework and our new operating model, launch a new BI tool, as well as lead the delivery of a range of exciting new data products in an agile way. This is an exciting opportunity for a candidate with strong technical and analytics skills, experience in delivering data transformation programmes, great data products and excellent customer service. These technical skills will be accompanied by an ability to listen and communicate persuasively at all levels across NHG. This a business led transformation and you'll be able to make technical concepts engaging and mobilise the business areas and their people.</p> <p>Longer term you will be responsible for ensuring the data platform is fit for purpose; prescribing requirements, ensuring these are the right ones, and that they are understood and met. Your work will let us get more value from our data, in doing so you'll indirectly impact our residents in our homes indirectly.</p>
Responsible for	<ul style="list-style-type: none"> • Analytics data product delivery, and data platform road map • Analytics delivery model across NHG, and the analytics strategy. • Legacy analytics tools. • Analytics strands of data & analytics strategy
Reports to	Director of Data & Analytics
Line management	<p>Direct:</p> <p>Matrix Management relationship:</p> <p>D</p>
Tier	Tier 4
Expectation Level	Senior Manager/Head of Service
Role relationships	
Internal	Executive Board, Directors, Directorates. COO (Information Security, Digital, IT, PMO and Digital Product). Data Compliance/GDPR

External	Regulatory authorities, G15 and other providers, Data consultancies and sector specialists. Commercial partners.
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Manager / leadership criteria	
Functions	
Staff reports	Total:7 Direct: 7 Indirect: Matrix responsibility for analytics community of experts
Budget size	£400k (excl. projects)
Specific designated, regulatory compliance requirements	
Other key data (i.e. size of operation, units managed, size of programme etc)	<ul style="list-style-type: none"> • Analytics data product delivery, and data platform road map • Analytics delivery model across NHG, and the analytics strategy. • Legacy analytics tools. • Analytics strands of data & analytics strategy

Role accountabilities
<p>Leadership</p> <ul style="list-style-type: none"> • Lead a high performing service area to deliver value and impact. Creating a positive culture. Shaping and implementing business strategy successfully. • Delegate effectively and empower and instil your team to take ownership for their work • Collective leadership role as part of the Data & Analytics Senior Management Team; shaping the direction and strategy, identity and impact of the department across NHG. • Championing Data & Analytics across NHG, and amongst Directors and teams; working as a trusted partner and critical friend to help them and their areas become more data driven. Translating data into meaningful concepts that people relate to. • Supporting business areas in the creation of effective business cases for investing in data products, and any subsequent gateway activities representing Data. • Represent NHG building and nurturing networks and influence in and out of sector. • Working collaboratively with the Head of Data Governance and Performance to carryout NHGs periodic data maturity review to inform our strategy and annual programme. • Designing, developing and maintaining a team structure and the resources to meet NHGs analytics and data product needs. • Managing a team of technical and skilled roles; including analytics and BI developers, user experience specialists. Working with external suppliers and contractors where necessary. • Demonstrate commercial acumen by being accountable for your relevant teams and project budget, as well as identifying opportunities to be more efficient across the organisation, and within your team • Communicate the achievements of the programme using internal communications channels such as the intranet and Teams and other relevant platforms such as social media or blog posts in sector publications <p>Programme</p>

Role accountabilities

- Working collaboratively across NHG to understand their priorities & needs. Developing great ideas for new data & analytics products. Developing the programme of analytics products to be delivered.
- Responsible/accountable for the delivery of the data & analytics stream of the data programme. Lead your team to deliver their relevant work programmes, that the standard of products are high, and relevant and within resources. Working collaboratively with the PMO to ensure dependencies are understood.
- Owner relevant policies and procedures supporting the programme and strategy e.g. data roles, permissions, design standards.
- Accountable for engagement and communications for the analytics stream of the programme, so the brand of the programme grows.
- Working in an agile way with blended teams under matrix management arrangements ensuring high engagement and ownership of the data products by the business

Analytics

- Drive the democratisation of data across NHG; responsible for developing, implementing NHGs agree approach to analytics and way of working, creating the process and conditions to achieve consistency and improvement. Running the enterprise wide framework.
- Responsible for developing, implementing and maintaining the ways of working (incl. processes and structures) and the right people capabilities across business areas need to analyse data and create meaningful insights.
- Responsible for representing the data programme and their interests in the development of the data platform by providing clear requirements, so that the right capabilities and functionality exists to meet NHGs needs.
- Responsible for creating and nurturing processes and relationships across the relevant teams, that support the deliver great data products and remove any barriers.
- Responsible for data product delivery within NHG, that new product requests are scoped well engaging with agreed processes, that the quality of products is high, delivers great user experience and has business impact.
- Delivering products in an agile way, fulfilling the company-wide analytics product owner role; driving the scrum teams and project managers to deliver against user feedback.
- Accountable for developing, defining and implementing business intelligence standards for data products. This includes techniques and approaches that deliver the best performance, testing and user acceptance, processes for migrating from development to production and production and maintenance of technical documentation
- Accountable for developing, defining and implementing analytics user experience standards.
- Responsible for implementing and the maintaining NHGs Data Centre of Excellence; the structures, relationships and approaches.
- Represent the Data & Analytics in technical discussions, that their interests and those of the business area around data are understood, with their needs met.
- Working collaboratively with others to enable NHG to leverage big data and analytics technologies, and on any data science experiments/labs. With responsibility to operationalise the outcomes of data science experiment in Power BI for user consumption.
- Responsible for ensuring legacy analytics products are maintained, and usable; that you have processes and resource to support day to day running of a stable analytics environment. Working across boundaries to do so.
- Responsibility for reducing the complexity of the analytics environment by consolidating the tools and decommissioning where necessary.

Role accountabilities

Data Literacy

- Fostering a data informed approach, building formal and informal networks across NHG.
- Responsible for collaborating in development and procurement of content and driving delivery of the skills programme, raising data literacy; ensuring that NHG has the people capabilities needed to meet its data aims.
- Ensure the rollout, and review, of data literacy surveys across NHG drives up standards in analytics and usage of these.

Technology

- Responsible for the data & analytics road map, including the enterprise wide roll out of Power BI, offering advice and expertise in this product, including licensing and the connection with Microsoft's wider Power Platform.
- Having a strong client relationship with technical colleagues across COO, who are responsible for technical solutions and deliver, representing the data interests of business areas in discussions on solutions and products and any other technical forum; ensuring requirements are clear, understood, and that decisions align to our data strategy.
- Responsible for driving increased stability and improved user experience for the different ways in which NHG accesses its data; ensuring that business requirements are understood and met, that decisions made around the way data is surfaced meet business needs, and down time is minimised. Working collaboratively across COO to do so.
- Responsibility for delivering data analytics specific to WorkWise or other potential digital and IT solutions, so that they are a saleable plug in solution.
- Responsibility for ensuring in new projects that analytics needs are considered and being met as part of any project delivery mechanism.
- Keep an eye on new technology solutions in the wider BI market and work closely with technical colleagues to explore improvements to NHG's data platform through proof of concepts and experiments.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential	Desirable
Professional expertise (know how & experience)⁷	
Essential	Desirable
<ul style="list-style-type: none"> • Senior leadership experience in an analytics related role, with multiple stakeholders, and a complex and technical operating environment. • Commercial experience with a record of delivering outcomes that add value or impact on service delivery and produce ROI. • Experience of working with a range of operational stakeholders; demonstrating excellent communication and engagement. • Experience in managing projects or delivering analytics transformation programmes successfully. • Experience in delivering excellent customer service; preferably delivering analytics. • Experience of shaping strategy and vision for your service area and delivering it successfully. • Working across an enterprise and with a range of stakeholders, to successfully manage perception and outcomes. • Significant experience, preferably, working in a senior role relating to Data and Analytics, leading technical teams. • Experience of operating in complex environments, with complex risks and mitigating these. Working and engaging with technical colleagues to drive better service. • Commercial management experience; managing budgets and projects. • Good experience of working in an agile product delivery model, ideally data 	

related products, as the responsible person.

Skills

Essential

- Senior people leadership skills
- Tenacity, enthusiasm and energy to work as a start-up.
- Excellent communication and influencing skills, ability to manage complex dynamics – board and director level – translating technical concepts for non-technical audiences.
- Good knowledge (Head of level) around data and analytics that optimise performance and deliver value; user experience, design, technical skills, and platform knowledge. To the level that are able to engage with technical staff and data architectures or experts.
- Excellent knowledge of Power BI and other analytics or data tools, technologies, preferably Microsoft. As well as good understanding of data architecture. To the level that you are able to engage with technical staff and data architectures or experts.
- Good knowledge of SQL, ETL technologies and data modelling. Knowledge of programming languages useful for data analytics such as Python
- Good knowledge of the Azure cloud data platform and the potential to use its services to improve analytics
- Good knowledge of testing BI software, release cycles, devops (dataops) and how to successfully move a product from development to production
- Ability to understand complex technical/technology solutions and concepts, with the ability to solve complex problems.
- Effective IT skills including basic/intermediate/advanced MS Office skills
- Ability to mitigate and manage complex risks; including technical or regulatory ones such as GDPR, SDR etc.
- Disruptor
- Ability to collaborate across organisations and departments

Knowledge of product management.

Desirable

Qualifications and/or professional membership

Essential	Desirable
	Educated to degree level

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Senior Manager / Head of Service** expectation level and therefore you should refer to the **Senior Manager / Manager** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.