

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Systems & Intelligence Manager	Grade:	SMG1
Reports to (Designation):	Head of Strategy & Improvement	Grade:	
Directorate:	CYP	Section:	Strategy & Improvement

Main Purpose of the job:

- To act as the lead for case management system development, data, insights and performance management for the CYP directorate.
 - To lead on case management development, insight innovation and data-led transformation, identifying innovative data analytics use cases for the directorate and our partners. Leading multi-disciplinary teams to ensure manageable workflow flows, meaningful records and create high quality data products that create tangible benefits for users. (Current case management systems in use: System C and Access Group)
 - To support the delivery of the directorate's business plan and regulation obligations, ensuring that data recording and insight utilizations are fully embedded in the delivery of service improvements.
 - To lead and manage all aspects of business intelligence and performance management for the CYP directorate. Using various tools for visualisation and SQL/SSRS and other systems to extract and provide all necessary information as required for local need and statutory reporting
 - To develop and maintain the directorate's case management, designing robust workflows and enabling performance reporting performance systems to support the directorate's Strategy and improvement/delivery plans.
 - Leading multi-disciplinary teams, prioritising team resources and expertise to support the directorate improvement plans.
 - To empower decision-makers by proactively providing the most actionable insights to help drive service improvements and outcomes.
 - To be an expert in and stay abreast of legislative changes that impact the recording and reporting of information for all areas within the directorate including social care, education, Youth Justice and SEND.
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Summary of Responsibilities and Personal Duties:

The Intelligence & Systems Manager will:

- Spearhead the use of data & insight in CYP and help shape the directorate's wider approach to service improvement and ensure that data and insight plays a central role in this.

- Lead the development and application of cutting-edge technology, standards, methodology and techniques that will enable complex analytics, modelling, and data visualisation services to inform CYP's decision-making, actions, interventions and outcomes.
- Support the delivery of the directorate's improvement and development plans by aligning case management systems, data and insight activity with strategic priorities and transformation outcomes.
- To direct, review and control the work of the team, determining priorities and allocating resources as required.–Prioritise team resources and expertise to ensure the System Development, and business intelligence functions & Insight function actively supports the wider transformation and change agenda, working in close collaboration with the corporate teams, CYP leadership teams and external partners (such as Health services and the police).
- Accountable for the directorate's regular corporate performance reporting, providing accurate, timely, and transparent reporting to senior leadership, elected members, and the public.
- Ensure directorate learning and decision-making are underpinned by robust performance information, embedding consistent standards, governance, and assurance across all divisions and services.
- Lead the management and organisation of analytical work, ensuring inter-disciplinary teams work efficiently and effectively together to produce high quality analytical outputs.
- Drive the adoption of a wide range of analysis and synthesis techniques and continually assure, improve and innovate practices to generate clear and valuable findings.
- Work closely with services in the council to identify opportunities for using data and insight in new and innovative ways.
- Liaise and build productive relationships with suppliers and stakeholders from across the council and externally participating in strategic discussions, acting as a CMS and data science and performance intelligence Subject Matter Expert in how recording, reporting and insights can inform our strategy development.
- Develop and maintain a pipeline of projects ensuring that each one is evaluated and prioritised whilst helping to track and measure the benefits of each project.
- Manage inter-disciplinary team to ensure an innovative, efficient, effective, and high-quality approach to generating analytical output that is clear and valuable.
- Oversee the development and delivery of complex commissioned analytics outputs, including data visibility and data visualisation (e.g., geospatial) and advise/support other primary and secondary analysis on a commissioned basis.
- Establish visualisation capabilities that tell an actionable story and inform decision making.
- Lead the management, delivery & implementation of insight projects using recognised project management techniques with your team and in collaboration with services.
- Support the design and development of data products, making sure that these meet end user requirements.
- Work closely with services to ensure that data and insight products are used, providing the necessary change management and training.
- Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured.
- Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.

- Monitor and support the performance management and development of team leads and team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.

Internal Contacts: This will include senior colleagues including Heads of Service and Directors across the organisation, IT & Digital, Information Governance, colleagues in all service areas.

External Contacts: This will include residents and public sector partners.

As a Lewisham Officer you will:

- Be responsible for professional advice and support in the service area to deliver in partnership with others the council's vision, values and ways of working.
- Ensure the delivery of identified service objectives and continuous improvement of service targets.
- Ensure performance and quality improvement through supporting and nurturing others to lead and manage innovative approaches to achieving results.
- Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.
- Carry out these and any other duties within the scope of the post flexibly and with full regard to the confidential nature of the post.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day-to-day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- To carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Consideration will be given to making reasonable adjustments for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 3

Title:	Grade	No of posts
Systems configuration Lead	PO5	1
Business Intelligence Lead	PO6	1
Data Engineer	PO7	1

Number of partially managed staff: 5

Title:	Grade	No of posts
Business Intelligence Analyst	PO3	3
Floor walker	PO1	1
Data Scientist	PO5	1

PERSON SPECIFICATION

Designation:	Intelligence & Systems Manager	Grade:	SMG1
Reports to (Designation):	Head of Strategy & Improvement	Grade:	SMG3
Directorate:	CYP	Section:	Strategy & Improvement

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

<ul style="list-style-type: none"> Awareness of and a commitment to Equality of Access and Opportunity in a diverse community. 	S
<ul style="list-style-type: none"> Understanding of how equality and diversity relates to this post 	S

Knowledge, Aptitude & Skills (To Be Tested – S)

<ul style="list-style-type: none"> Extensive and comprehensive knowledge of use of data and insight in local or central government 	S
<ul style="list-style-type: none"> Able to identify where data and insight can support and deliver value. 	S
<ul style="list-style-type: none"> Able to connect strategy, operational planning, and complex capabilities to enable the directorate's strategies and outcomes; delivering continuous improvement in the way that we think and operate, for both our long-term efficiency and effectiveness. 	S
<ul style="list-style-type: none"> Proven communication and interpersonal skills with established influencing skills and the ability to work collaboratively with internal and external partners/professionals. 	S

<ul style="list-style-type: none"> ● Demonstrable written communication skills and effective presentation skills. The ability to present complex information in user friendly formats. ● Coordinating projects with a range of internal and external stakeholders, influencing, negotiating, and challenging where necessary. ● Knowledge and experience of working in or with local public and community services, with an interest in government, social innovation and 'Data4Good'. ● Extensive knowledge of Agile, Prince 2, MSP or other recognised project management methodology and Service Design. ● A good understanding of basic principles of Information Governance and ethics. ● Proactive, self-motivated, collaborative, curious and creative. ● Excellent stakeholder management skills. ● Skills in data visualization and design (e.g. product design, service design, information design, UX and UI). ● Ability to monitor, analyse and manage multiple budgets, funding and resources in accordance with organisation's policies and procedures. ● Ability to translate frontline practice and operational activity into clear, accurate statutory reporting requirements, ensuring compliance with legislative and regulatory standards. 	<p style="text-align: center;">S</p> <p style="text-align: center;">S</p> <p style="text-align: center;">S</p>
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Experience

<ul style="list-style-type: none"> ● Experience of leading team at the cutting-edge of complex analytics and visualisation, thinking innovatively about how to deliver local government objectives and relevant capabilities. ● Identifying and seeking out opportunities to apply data science techniques to a variety of areas where it can add most value. ● Experience in taking a proactive approach to applying data science and/or analytical skills in areas where they have not been used before. ● Identifying and seeking out opportunities to apply data science techniques to a variety of areas where it can add most value. ● Experience in taking a proactive approach to applying data science and/or analytical skills in areas where they have not been used before and influencing non-specialist senior stakeholders of the benefits of doing so. ● Experience of analysis and interpretation of performance, intelligence data and evidence to provide clear and meaningful recommendations. ● Extensive experience of two or more of the following disciplines; business analysis, project management, case management development or data engineering/science. ● Experience or good understanding of delivery management and planning, leading and driving forward IT focused, analytical and service design projects. ● Evidence of both management and leadership skills, working strategically in a wider context with clear ability to support evidence -based decision making. 	<p style="text-align: center;">S</p> <p style="text-align: center;">S</p> <p style="text-align: center;">S</p> <p style="text-align: center;">S</p>
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<ul style="list-style-type: none"> ● Proven problem-solving skills with the capacity to devise and implement innovative solutions. ● Proven ability to manage a wide range of complex technology based projects or programmes. ● Significant work experience at management level in one or more relevant specialist areas. ● Experience of leading projects with minimal supervision and managing the work of other team members. ● Experience of programming or query languages e.g. R, Python, SQL S. 	<p>S</p> <p>S</p> <p>S</p>
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General Education

<ul style="list-style-type: none"> ● Master’s Degree or equivalent, or significant experience. ● Professional qualification or evidence of high-level understanding of relevant business disciplines. 	
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Personal Qualities

Candidates are expected to adhere to Lewisham’s values.

Circumstances

N/A

DBS Disclosure Required? **No** **Basic** **Enhanced**