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| DBS Disclosure Required: | Yes |  | No |  | Standard |  | Enhanced |  | Enhanced + |  |

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| **Purpose:** *Why does this role exist – to what end result or outcome (business or customer) does it support?* |
| Take ownership of driving effective data quality governance and provide assurance that all data / information provided to internal and external parties including councils, regulators and auditors is provided in a secure manner and meets the data quality standards (i.e. accurate, complete, timely etc). Own plan and drive approach for data cleansing / data migration activities for move from legacy applications to new products with technology and data owners and data stewardsFocal point for stock transfer programmes for provision of information to or from other partiesCreate and evolve the data quality scorecards / reports and prioritise the data domains with data stewards to remediate data issues to provide trusted data to enable business teams to extract value from the data / information assets. Define method and approach for measuring success of data quality initiatives |
| **Key Responsibilities / Deliverables:** *What major activity or function does this role undertake (7±2)* |
| 1. Drive proactive resolution of data quality issues to prevent recurrence through user training, process or system changes etc. as appropriate demonstrating clear success in improving the quality of the data
2. Revitalise and mature effective data governance within the organisation partnering with the data stewards, data owners, data champions and technology teams to prioritise and drive data quality improvements
3. Work with technology and business teams on implementing appropriate data tooling for data management especially for data quality remediation, data cleansing / migration, data stewardship etc
4. Create / review training and related guidance material for users related to data assets to ensure the correct handling of data
5. Ensure handling of data is in line with all policy documents relating to data (e.g.data protection, data classification, data retention, data ethics) and provide guidance on applicability of policy to the different parts of the business
6. Produce data quality scorecard / report for all key data assets based on business rules agreed with data stewards and data design team and ensure action plans are put in place to remediate data quality issues
7. Ensure production of regulatory reports for area of accountability ensuring all information on the report is correct and meets submission deadlines
8. Partner with data stewards to capture data risks and associated controls and mitigation actions in the risk management system
9. Work collaboratively with all teams to promote, advocate and drive L & Q forward in the data journey
10. Coach and develop team to maintain high performance and live the L & Q values
 |
| **Main Accountabilities[[1]](#footnote-1):** *what does the role demand from the individual in order to be successful; consider the end results and what is needed to get there succinct summary of critical goals and key successes; consider the type of key decisions that the role needs to make and how they are made* | **Time(%)[[2]](#footnote-2)** |
| Leadership, Management and customer service * Manage and coach team of data assurance analysts whilst promoting data compliance, data integrity and data quality across L&Q processes and systems, championing best practise and adherence to relevant legislations ensuring prevention of data quality issues
* Ensure all regulatory returns within the accountability of the team are accurate, complete and submitted on time
* Lead data cleansing / data migration or stock transfers from the business side working with data stewards and technology
* Maintain and evolve annual, quarterly and sprint plans ensuring all related parties have been engaged in the planning as appropriate working in an agile manner
* Produce and maintain data quality roadmap in line with priorities agreed with data owners / data stewards demonstrating improvement in the data quality metrics
* Maintain professional development on data competencies, keeping current with all data associated legislation to be the trusted advisor to the business on these areas
* Inculcate a culture in the team that strives for excellence and lives the L&Q values
* Provide expert advice and recommendation to all areas of the business on achieving data integrity, data quality, data migration guidelines and data mapping and data profiling activities
* Develop appropriate communication collateral to keep all stakeholders regularly informed of progress, issues and risks
* Produce data quality scorecards and metrics to enable monitoring of effectiveness of data quality activities
 | 25% |
| Strategy and achieving objectives[[3]](#footnote-3) * Accountable for the implementation of the data governance framework of risks, controls, processes and procedures to uphold data integrity and data quality and effective operationalisation of the data governance forum
* Drive selection and implementation of appropriate data tools together with technology to improve team productivity and accelerate data quality and data migration projects
* Implement appropriate technical and organisational measures to ensure and be able to demonstrate that data processing is performed in accordance with the regulation
* Assess legislative and regulatory changes impacting data relating to area of accountability and provide recommendation for changes to related policies, processes and drive implementation of approved changes
* Establish and operationalise the data stewards forum to improve the integrity and quality of the data and information assets publishing data quality reports and action plans for remediation
* Take a risk based approach to determine which areas should be subject to an internal or external data audit and which internal training activities to provide for staff
 | 20% |
| Working with others – internal* Ensure that senior management are apprised of all issues relating to the data quality impacting critical data assets for regulatory reporting
* Work collaboratively with data stewards and data owners ensuring that data quality issues have data improvement plans in place and actively drive resolution of data quality issues
* To carry out a planned programme of work for data quality and provide recommendations where needed to ensure legislative compliance relating to data
* Work closely with technology teams to ensure alignment of activities with the data quality agenda
* Prepare, review and implement data training and guidance material with Learning & Development, business improvement teams and data stewards
* Work with project teams and data stewards to drive data cleansing / data migration activities
 | 20% |
| Working with others – external* To participate in external initiatives as appropriate that would enable L & Q to accelerate our data journey
* Maintain effective relations with key external stakeholders and partners acting as the subject matter expert
* Ensure provision of information to external parties is validated and correct before submission
 | 5% |
| Budgetary responsibility[[4]](#footnote-4) * Responsible for own teams budget
 | 5% |
| Compliance[[5]](#footnote-5)* Ensure that NROSH submission is complete and correct in first pass and on time
* Ensure that CORE submission is complete, correct and on time
* Obtain sign-off from governance bodies for submission of any regulatory return within the accountability of the team
 | 10% |
| Records and Systems[[6]](#footnote-6) * Support regulatory activities of the group through validating the annual statistical data return for Homes and Communities Agency’s National Register of Social Housing; evaluating compliance with the asset register each quarter and directing other allocated tasks as required
* Ensure data for CORE submission is updated by the various business teams
 | 5% |
| Operational Risk[[7]](#footnote-7)* Manage risks associated with data compliance, integrity and quality
 | 10% |

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| **Financial Responsibility:** *Enter below any revenue, operating or capital budgets for which the role is accountable (individually or as part of a team). Can include the market value of the work being directly undertaken by the role.*  |
| * Will have full budget responsibility for a defined sub-set of the budget
 |
| **People Responsibility:** *The number (average or range) of employees that the role has supervisory / management responsibility for.*  |
| *Manages own team and indirectly manages teams working to resolve data compliance, data integrity and data quality issues* | Direct Reports | Indirect Reports |
| Total Employees | 3 |  |
| *Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities that means having work management responsibility over people (internal/external).* |
|  |
| **Technical Knowledge/Skills[[8]](#footnote-8):** *Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications* |
| * Experienced in using data tools for driving data quality, data migration activities
 | * Detailed understanding of data frameworks and data governance roles
 |
| * Operationalising data governance bodies showing measurable improvement in data quality
 | * Expertise in driving data integrity and data assurance
 |
| * Led data cleansing / migration programmes
 | * Experienced in regulatory report provision and submissions
 |
| * Stakeholder management expertise
 | * Team Management – direct and indirect
 |
| * Communication & Influencing skills
 | * Strong project management skills
 |
| * Report writing skills
 | * Familiar with using IT systems
 |
| **L&Q Values:**  *Our guiding principles that describe how we deliver our mission and vision through our behaviours and actions.* |
| **People** :We care about the happiness and wellbeing of our customers and employees |
| **Passion:** We approach everything with energy, drive, determination and enthusiasm  |
| **Inclusion:** We draw strength from our differences and work collaboratively |
| **Responsibility**: We own problems and deliver effective, lasting solutions  |
| **Impact:**  We measure what we do by the difference we make  |
| **Standard responsibilities expected of each employee:** |
| * Commit to supporting London & Quadrant’s environmental policy and social mission
* Comply with all London & Quadrant’s Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
* To promote London & Quadrant’s core values and ethos, modelling the associated desired behaviours
* To foster constructive and collaborative working relationships with colleagues inside and out of the department.
* To participate in any continuous improvement of service delivery
* To respect the need for confidentiality when processing personal/customer in line with the General Data Protection Regulations
* Other such duties as may be required from time to time.
* PEOPLE MANAGERS ONLY: carry out expected line management of staff (absence, probation, disciplinary, grievance, capability, performance objective setting, appraisal review, recruitment) in line with L&Q policy and procedures.
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INFORMATION ONLY

**What is a role profile and how does it differ from a job description?**

Role profiles are documents that succinctly describe job roles and will replace our existing job descriptions. Role Profiles also provide clarity (both to those doing the job and to managers) on what is expected from people doing the role and they also focus people’s attention on the key factors required to deliver results.

The key differences between a role profile and a job description are as follows:

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| --- | --- |
| **Job Descriptions** | **Role Profiles** |
| Tendency to list tasks and duties | Describes the key demands of jobs |
| Detailed description of specific tasks | High level overview and outline of the role |
| Focuses on the duties and activities in the role  | Focuses on the end results of the role |

1. Using the pre-defined themes – keep headings – 1 or 2 sentences in each reflecting the most important aspect(s) [↑](#footnote-ref-1)
2. Needs to add up to 100% as a guide based on 225 available working days pa: 0.5 day per month = 3%, 1 day= 5%, 2= 11%, 3= 16%, 4= 21%, 5= 27% [↑](#footnote-ref-2)
3. Refer to any generic personal objectives if role carried out by more than one person, include any aspirational targets [↑](#footnote-ref-3)
4. Does role have any spend authorisation limits? [↑](#footnote-ref-4)
5. Is role responsible for the ownership or support in the definition or checking / auditing of adherence to a company policy? Does role carry any specific legal, statutory or specific regulatory requirement? [↑](#footnote-ref-5)
6. Is role accountable for the accuracy, currency, validity, coverage of specific data or documentation? [↑](#footnote-ref-6)
7. Is role responsible for resolving risk, for identifying and qualifying a risk, or for alerting of a potential risk? [↑](#footnote-ref-7)
8. Leave out Essential / Desirable [↑](#footnote-ref-8)