Role Profile

Job title:	Data and Information Manager	Reports to:	Head of Technology & Change
Grade:	C	Last evaluated:	October 2020
Directorate:	Corporate Performance	LT area:	Technology & Change
Location:	CITB Head Office	Budget responsibility (optional):	

CITB aims to lead the construction sector by example to ensure fairness, inclusion and respect for all. We seek to develop an organisation which reflects Britain's diverse population and our main objective is to create a culture that enables our customers to strive towards an organisational community that is reflective of today's society.

Role purpose:

The Data and Information Manager (DIM) reports into the Head of Change & Technology and works closely with the Change Managers, and SSCL to provide expertise in data and information management.

The DIM has overall accountability for CITB's overall data and information management through the development of appropriate polices, processes and procedures for the management and control of data and information assets across all classes and all business areas, the improvement and maintenance of data quality, data and information life cycles and data and information access, retention and classification.

The role is accountable for the data and information management strategy and direction for CITB. It requires focus on data strategy, support of business as usual activities, projects, programs, application enhancements and production fixes. The role holder will be capable of making well-thought-out decisions on complex or ambiguous data issues.

The DIM will develop and maintain the data stewardship function, will coach and mentor data stewards located in line of business activities and will be an effective communicator to individuals at all levels within the technical and business communities.

The role holder will participate in hiring, coaching, and evaluation of performance of matrix staff engaged in business intelligence and/or data stewardship.

Key responsibilities and accountabilities:

Work within the Change and Technology team line of business data stewards, the Business Intelligence Group and the Enabling Partner or Partners to:

Develop and maintain CITBs Logical data model

1. Ensure that the technology roadmap adequately meets the data and information needs of CITB and that service level and operational level agreements are appropriate for those needs

2. Develop and maintain the CITB data dictionary, aligned to data assets and the business glossary, overlays with the technology landscape, end-to-end data flows/transformations and data and information life cycles

3. Determine the kind of data to be collected, the resources required to effectively collect them and to ensure that data and information management services remain capable of meeting ongoing and future requirements

4. Conduct analysis to ensure that data collected is adequate and matches what was asked for

5. Contribute to the architectural continuum all approved data and information design artefacts, policies, processes or procedures

Support day to day data management, and storage needs

6. Provide guidance to the Enabling Partner or Partners in relation to CITB's needs for the day to day process of data and information, storage and retention, management and retrieval

7. Establish systems and processes for data and information classification

8. Support the Change Managers in the continuous improvement of the Business and apply a similar approach to the management of data and information

Support the business to ensure ongoing compliance with data regulation and policies, including supporting data stewards in their role

9. In conjunction with the Change Managers, organise and implement, correct data collection policies and processes and procedures and ensure that the same are applied and enforced; notify the participants in an activity where policies and processes and procedures are not being followed and facilitate resolution of the failure to comply

10. Evaluate the performance of the policies and processes and procedures, identify design, implement and communicate changes to the policies processes and procedures

11. Safeguard data and information through appropriate policies, procedures, and access controls and IS/IT security measures,

12. Support the Head of Change & Technology, and the IT Service Delivery Manager, in ensuring effective information security services provided by SSCL

13. Report to the Data Protection Office any safeguarding breach and manage measures to remedy the breach to ensure future compliance with safeguarding requirements.

14. Develop data collection methods that are individually relevant to any project being embarked upon by the Business

Business Impact

15. Works with the Executive, the Leadership team and other levels in the business to understand, strategic imperatives and to design solutions which accommodate them within CITB's overall data profile

16. Is the Design Authority for Data and is a required approver of all Business Change relevant to the Data Manager's role

People Leadership / Team Leadership – where the role has direct or matrix reports.

Direct reports

- None, except when acting in a project management capacity

Indirect influence and responsibility

- Provide data management expertise to the Executive, the Leadership Team and other levels in the business
- Fosters the effective and efficient use of data in compliance with appropriate regulations and good business practice
- Mentors line of business data stewards in their roles and responsibilities.
- Mentor managers and team leaders in data processes, procedures and documentary requirements

Influence and communications with external parties and suppliers

- Monitor service level agreements, raise system issues with the Service Desk
- Manage and negotiate the enhancement of services and solutions from third party suppliers
- Maintain an effective and efficient relationship with the Enabling Partner or Partners
- Escalate incidents and problems which relate to data and information management

Key contacts and relationships:

Internal:

The Executive, Leadership Team, Managers, Team Leaders

External:

Enabling Partner or Partners.

Knowledge and Experience

Essential

- A Bachelor's degree in any of data management analysis, computer science, computer engineering, statistics, or other IT-related field or equivalent relevant experience.
- At least three years relevant experience in a similar role
- Confidence in understanding core information systems and how they organise and use data and information
- Results-oriented, diligent, and works with a sense of urgency. Assertive, responsible for his/her own work (self-directed), have a strong affinity for defining work in deliverables, and be willing to commit to deadlines.
- Extensive knowledge and expertise in data modelling and management techniques and strategies.

- Technical ability in data architecture principles and design aspects of various DBMS and reporting concepts
- Relevant IT skills (including data evaluation/analysis using relevant computer application), experience with data modelling and test data management tools.
- A good understanding of available and emerging data regulations and best practice.
- An ability to understand how data supports the Business and the business' data needs

Desirable

- A Master's in any of data management analysis, computer science, computer engineering, statistics, or other IT-related field of study would be an added advantage
- A formal information management qualification and/or membership of relevant professional body
- A formal project management qualification.
- Experience of working in an environment where enabling and technical services are provided by a third party.
- Experience of the development of Business cases supporting change
- A working knowledge of formal project/innovation evaluation methods and processes

Behavioural competencies:

- Works collaboratively – Level 3
- Working with courage and integrity – Level 3
- Building capability – Level 3
- Communicating with impact – Level 3
- Drives for results – Level 3

Special Conditions/Other Requirements: e.g. travel requirements, working arrangements

- Able to work non standard hours as required
- Ability to travel and make occasional overnight stops
- Ability to work with virtual teams or from virtual location
- Ability to work from home on occasions or from remote locations

Version Control:

Version	Date	Author	Change
1.1 (E)	October 2020	Vincent Cassidy	Transfer to new template