

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Data and Digital Manager
Grade	PS11	Reports to (role title)	Head of Data, Digital and Specialist Projects
		Directorate/School	Community Protection and Emergencies Group
JE Band	439-518	Service/Department	Surrey Fire and Rescue Service
		Date Role Profile was created	Jun-20

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.			
Role Purpose including key outputs	Support the Head of Digital, Data and Specialist Projects by leading the development and scoping of a range of digital projects, ensuring they are aligned to the Service's goals and objectives. Help prioritise development work, making sure projects are appropriately positioned for long term success and can be resourced effectively. Provide strategic oversight of the projects, working with a range of stakeholders to monitor and report on progress and risks.  Drive a digital innovation culture throughout the whole of the organisation, identifying opportunities for improvement and savings.  Lead the continuous development of the Service's performance management information, including integrating the Performance Management Framework across the whole Service, ensuring that the principles are imbedded in business as usual activity.  Manage a team responsible for collecting and reporting on SFRS performance data, setting direction for the team to ensure performance data collected is relevant and timely. Manage the Data Analyst & Governance Officer role, working closely with them to ensure robust Information Governance and supporting the Head of Data, Digital and Specialist Projects who is accountable and responsible for information risk across the organisation (Senior Information Risk Owner). The role is based within the Data, Digital and Special Projects Team at Surrey Fire and Rescue Service Headquarters, Reigate and reports to the Head of Data, Digital and Specialist Projects.		
Work Context	The post holder will be expected to establish strong relationships with a wide range of stakeholders at all levels across the Service and Surrey County Council. They will also work with other fire and rescue services, service providers and external partners to deliver the required outcomes. They will work with strategic managers and their teams so they are able to challenge performance and put in place robust plans for improvement to be developed.  The role will oversee the progress of a number of projects, working closely with the project leads to understand and report on risks and issues affecting the success of these projects. The post holder will need to understand the journey of the Service to ensure that the projects compliment the vision and objectives.  The post holder will support the development and delivering of the Service Digital Strategy, ensuring it is aligned with the Surrey County Council Digital Strategy to understand the digital direction and prioritisation for the Service. It is expected that the post holder will become familiar with the various systems to be able to understand the direction and scope of the digital projects.  The post holder will lead a small team responsible for the assessment, processing, management and presentation of Service performance data. They will set objectives and shape the team to be able to meeting their objectives, supporting the development of the team to reach their full potential and providing direction where required.  Whilst the post holder will work closely with the Head of Data, Digital and Special Projects, they will be expected to work with a degree of autonomy and initiative to be able to reach the desired outcomes.		
Line management responsibility	The post holder will have line management responsibility for a small team.		
Budget responsibility	The post holder may have oversight of the Surrey Fire and Rescue Service IT budget.		
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making.  Service Delivery • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity.  Planning & Organising • 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. • Lead major projects and reviews within a defined area of work to support and enhance service delivery.  Finance/Resource Management • May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.  Work with others • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.  People Management • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.  Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.		
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.		
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Formal project management qualification such as PRINCE2 or APM or ability to demonstrate equivalent experience. • Proven experience of managing IT and digital projects. • Experience in managing risks within a project which are known and within control of user • Awareness of key governmental changes and able to interpret the impacts on projects • Ability to work with suppliers, support on the negotiations of contracts and day to day management of the relationship. • A proactive approach and looks ahead for potential problems taking preventative or mitigating action in advance. • Strong communication skills with a open and honest approach • Advanced stakeholder management (up to head of service level), negotiation and conflict management skills • Experience of working within a political setting would be an advantage. • Ability to work under pressure and to tight timescales and deadlines. • Competent user in all areas of Microsoft Office • Highly accurate electronic file management abilities and sound understanding of data quality. • Good observational skills and attention to detail, applying quality standards to all tasks undertaken.		
Role Summary	Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.		
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