Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Digital & Data Manager
Grade	PS10	Reports to (role title)	Senior Resources & Performance Manager
		Directorate/School	Resources
JE Band	371-438	Service/Department	Pensions
		Date Role Profile was created	Apr-25

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	This role will make a significant contribution to the success of the Surrey Pension team. Operating with professional independence and autonomy the role will lead the digital transformation and data strategy for SPT, ensuring we deliver secure, compliant, and innovative services for members, employers, and stakeholders. The role will codify and modernise current systems and processes, improve digital engagement, and harness data to drive better decision-making, operational efficiency, and customer outcomes to enable SPT to deliver its strategic objectives. The role will work collaboratively with PSLT and ELT to: **1) Digital Strategy and Transformation** * Develop and implement a fund wide digital roadmap aligned with business objectives to maximise operational efficiency and customer experience. * Lead digital innovation initiatives that will enhance the cusomer / user experience, find effciencies and improve processes, both through existing and new systems / technology , such as new apps and automation * Work closely with Resource and Performance colleagues to maintain and improve digital mechanisms to visualise operational status data * Working collaboratively with PSLT, ELT and the Resources and Performance team assist in the creation, maintenance and reporting of KPIs by providing digital mechanisms to collate and analyse data **2) Data Strategy and Management:** * Working collaboratively with the governance function, define and implement data governance frameworks in line with regulatory requirements (eg TPR, GDPR) * Ensure the organisation collects stores and uses data effectively and ethically. * Ensure accurate, secure and accessible data for actuarial, finance, operations and risk functions * Drive data architecture and integration strategies for SPT (eg data lakes and cloud platforms) **3) Analytics and Oversight:** * Oversee data analytics to generate actionable insights to fuel the continuous improvement pipeline * Deliver dashboards and management information reporting for stakeholders * Collect customer behaviour analysis and support Investment function where required to leverage data to support ESG reporting, investment performance, funding analytics etc * Promote a data driven culture across SPT **4) Technology Oversight** * Working closely with the Senior Resource and Performance Officer, select and manage digital and data tools/platforms (eg Asana, Tableau) * Stay ahead of emerging tech trends and Surrey County Council policy and resources. **5) Leadership and Collaboration** * Lead cross functional teams to deliver digital outcomes * Act as an advisor to the PSLT on digital and data opportunities * Partner with third party providers, software suppliers and external consultants to deliver transformation goals. The role will provide proactive and professional leadership, continuously seeking to improve performance by strengthening skills and competence and fostering a strong culture of standards and accountability enabling the Surrey Pensions team to responsibly deliver a first-class customer experience.
Work Context	The Surrey Pension Fund is part of the national Local Government Pension Scheme (LGPS). Surrey County Council is the administering authority and is structured to provide investment, funding and governance functions in respect of management of the fund, as well as the day to day adminstration; processing all tasks through the pension lifecycle from new joiners through to retirement and dependents' benefits. It also promotes and maintains a culture of collaborative and consultative working between customers and stakeholders to optimise financial opportunities and long term viability of the fund. The fund which has a value of over £6billion, has more than 130,000 members and c.500 participating employers including councils, universities, colleges, academies and private companies providing public services.

Line management responsibility if applicable	Line management responsibility for Resources Officer who works across Digital and Data as well as Resources and Performance. Tasks associated with line management including (but not limited to) providing day to day direction based on the strategic direction set by the Senior Leadership Team, coaching and mentoring to support development, tackling under-performance, undertaking regular performance conversations. . .
Budget responsibility if applicable	Contribution to management of the overall Pension Team budget.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Service Delivery • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. Planning & Organising • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. Finance/Resource Management • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. People Management • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. And/Or • Operate as an individual responsible for the delivery of a high level and complex service. 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. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good 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, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.

Details of the specific qualifications and/or experience if required for the role in line with the above description	**Professional Certification** Project and programme management (Prince 2 or similar) Agile and continuous improvement mechanisms such as Lean Six Sigma, Value Stream mapping **Experience/Skills** • Proven leadership experience in digital or data roles ideally within pensions, finance or regulated sectors • Familiarity with pensions admin systems (Heywoods, Civica etc) desirable • Strong understanding of data architecture, data governance and analytical tools (eg Power BI, Tableau) • Familiarity with cloud platforms (eg Azure) • Experience with CRM, CMS and digital platforms • Knowledge of member engagement platforms, personalised communications and UX principles • Knowledge of digital product development and agile methodologies • Ability to align digital / data strategies with business goals • Experience developing and executing digital transformation roadmaps • Strong project management skills • Understanding of compliance and data privacy laws (eg GDPR) • Proven ability to work collaboratively and cross functionally •Excellent stakeholder management and communication skills – especially with non technical leadership • Keep abreast of project management best practice by scanning the industry and linking with specific networks both within and outside of the council • Knowledge of the Pensions Industry and in particular Local Government Pension Schemes desirable but not essential
Role Summary	Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.
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