Job Description Template

BACKGROUND

This new organisation brings together the free services delivered by the Money Advice Service, The Pensions Advisory Service and Pension Wise.

We are an Arms-Length organisation, sponsored by the Department for Work and Pensions, with a joint commitment to ensuring that people have access and guidance to the information they need to make effective financial decisions over their lifetime. The organisation will also engage with HM Treasury, which is responsible for policy on financial capability and debt advice. Working hand-in-hand with stakeholders throughout the UK, the Money and Pensions Service will ensure that money and pensions guidance is available to those that need it, adapting to people's changing needs throughout their lives.

ROLE NAME	**Chief Data Officer**

REPORTING TO	**Chief Digital and Information Officer**

THE PURPOSE OF THE ROLE

To set the vision, roadmap and programmes for data management, identity management and analytics, such that this function is the engine for insight and data capabilities to deliver and develop MaPS' services to consumers, and enables decisions across the organisation based on "one version of the truth".

- Define, and own the data strategy for usage, management and governance of consumer data, e.g. special category data across the organisation, including reviewing the current and planned data architecture.
- Define, and own the identity management and user access strategy for consumers accessing information and services across the organisation, including reviewing the relevant current and planned architectures.
- Working across the organisation, its stakeholders and its partners to proactively influence leaders to become more data and evidenced based decision making.
- To own the strategy for and development of deeper capabilities and expertise within Data, Analytics and Identity Management ensuring we are enabling personalised dialogs with our consumers.

KEY ACCOUNTABILITIES

Strategic Accountability

- Lead the digital and data transformation where services and service delivery leverage data and AI as core components

- Understand and develop links to external data strategies in order to benefit the customer and organisation.
- Work with DWP, HMT, Regulatory family and other internal and external stakeholders, to understand priorities and challenges and think creatively about innovative and potential data solutions ensuring maximum value of data

- Define strategic priorities for development of information-based business capabilities
- Establish and govern a Data Transformation Roadmap to include internal processes, analytics and decisioning
- Implement a data quality framework to establish standards, controls and associated metrics for all dimensions of data quality (accuracy, completeness, consistency, integrity, reasonability, timeliness, uniqueness, and validity)
- Identify new organisational opportunities pertaining to the development exploitation of data assets
- Collaborate and develop the vision for and creation of both an internal governance of consumer data, and consumer-facing preference management capability
- Identify opportunities to develop policy, stakeholder partnerships and service solutions to leverage insights from data across the sector
- Own and manage the Data investment budgets from business case to delivery and the corresponding operational risks and mitigations

Operational Accountability

Provision of Data Capabilities
- Lead the development of open data platforms for both internal and external use, including for the benefit of stakeholders, regulators and consumers
- Ensuring data is accurate, auditable, of the highest quality, and fit for use by the organisation
- Development of the organisation's user identity management capabilities

Governance of Data
Accountable for all data management processes and platforms in collaboration with SMEs across the organisation.
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- Implement compliance to data regulation across all data domains
- Responsible for use of data and omnichannel analytics and ensure compliance to security policies and organisational risk appetite
- Partner with organisational functions and stakeholders to define and implement practices that meet defined policies and standards for information compliance, assurance and security
- Define and lead in collaboration with internal stakeholders the ethical framework for analytics

Identity Management Capabilities
- Provide leadership on all aspects of Identity Management including development, implementation and operations
- Identify and propose innovative applications for Identity Management capabilities in the delivery of MaPS services
- Define and implement methodology, tools, templates, standards, policies, and procedures.

Omnichannel Analytics and reporting
- Develop, embed, optimise and manage a data visualisation framework to illustrate the real time effectiveness of the hydraulics of our operations across all channels and partners.
- Define and manage the delivery of the roadmap with internal and external business intelligence partners and data analytics technical teams

- Work with stakeholders across the organisation, to understand priorities and challenges and think creatively about innovative and realistic data solutions ensuring maximum value through the exploitation of data for the benefit of consumers

  Team Development
- Manage, motivate and develop a central analytical and technical delivery data team, defining and delivering services for the organisation
- Responsible for the effective management of talent and progression in the function
- Coach the team in the art of storytelling, supported by deep insights, to enhance their impact on the organisation
- Work closely in collaboration with SMEs across the organisation

EXPERIENCE AND EXPERTISE
Essential (max 6-8)

- Data transformation roadmap and major programmes development and oversight
- Formulating executive data-driven strategies
- Effectively communicate the status, value, and importance of data and analytics to executive members
- Driving change and providing thought leadership for senior business leadership and executives
- Building, leading and developing Analytics and Data Science functions
- Data governance and data governance process management
- implementing and managing consumer facing identity and user access systems –including SSO and 2FA

DESIRBALE
Essential (max 6-8)

- Operational benefits and implementation of decisioning processes and platforms
- Knowledge of data platforms and data-as-a-service architectures
- Commissioning and delivering complex data solutions through third parties
- Knowledge of UK Government data and digital standards
- Practical experience of Agile delivery/Waterfall
- Knowledge of Data Management bodies i.e. DAMA

PERSONAL ATTRIBUTES
(Minimum 3, Maximum 5)

- Supportive and challenging leader with technical and commercial acumen able to inspire towards a common vision

- Ambassador for Financial Wellbeing able to translate insight into action and aware of the impact on society

- Open and collaborative communicator being able to convey complex technical subjects to non-technical audiences and inspire the organisation on the data and analytics journey

- Critical thinker and problem-solver confident in structuring and delivering complex data and analytical programmes in a multi-stakeholder environment.

- Natural networker/collaborator able to keep abreast of market trends in database and data visualisation technologies while identifying potential business risks and societal implications.