

Job Description

JOB TITLE:	Head of Service Data, Analytics and Insight
GRADE:	P
POST NUMBER:	TBC
DIRECTORATE:	Change and Improvement
SERVICE:	Corporate
RESPONSIBLE TO :	Strategic Director for Change and Improvement
RESPONSIBLE FOR:	Analytics & Data Science Lead Insight & Intelligence Lead Data Improvement Manager
	DBS check required? – No Is the post politically restricted? – Yes Is a Travel Allowance Payable? – No Does this post attract an Essential Car User Allowance? – No
JOB SUMMARY:	<p>This is a senior, strategic role leading the organisation’s Data, Analytics and Insight. The role will establish a centralised data and insight function to drive evidence-based decision-making and deliver a consistent, single and sophisticated understanding across the Council. This new function will achieve systematic insight on population, outcomes, demand and strategic opportunity through ensuring data is consistently collected, analysed, and used to create actionable insight that informs strategic decisions and improve corporate and partner strategy and transformation.</p> <p>This role is responsible for a complex, strategic body of cultural change improvement and technical modernisation work, supporting the Council to adapt collaborative, data driven ways of working</p> <p>The role will drive data driven decision making across the Council, local NHS and other partners, by establishing and implementing a comprehensive data and analytics roadmap. It will lead and oversee the JSNA process.</p> <p>The role will direct data architecture, advanced analytics and data governance, to achieve organisational goals and establish a culture of data literacy and deep population insight.</p>

	Through reviewing existing capabilities and addressing current challenges, the function will serve as the authoritative centre for data-driven decision-making, resident insights, and evidence-based policy development across the organisation.
ROLE REQUIREMENTS:	
1.	Define and lead the organisation's data and analytics strategy aligned with overall business objectives.
2.	To establish, build, mentor, and manage a high-performing team of data scientists, analysts, engineers, health and population intelligence specialists, researchers, and BI professionals
3.	To establish and lead an integrated Population, Health and Neighbourhoods Insights function, including through close strategic working together with external stakeholders in the NHS, VCS, and other local stakeholders.
4.	To direct opportunities for data-driven improvements and enable economies of scale for common analytical needs
5.	Develop implement, and enforce policies related to data management, privacy, security, and compliance (e.g., GDPR)
6.	To achieve cultural change around data use and access and ensure data accuracy, integrity, and accessibility across all services
7.	To direct the implementation of data governance frameworks that support modern, agile ways of working across the organisation
8.	To implement modern reporting tools to enable real time insights and stronger corporate grip on population trends, needs, and delivery assurance
9.	Responsibility for establishing and improving policies and service practice to support effective corporate modernisation and collaboration
10.	Manage the implementation of self-service analytics and empower a range of users – in the council and partners - to improve outcomes through granular understanding of population, health and neighbourhood need.

11.	To direct the design and maintenance of scalable data pipelines, warehouses, reproducible analytical pipelines, and cloud-based data platforms
12.	Collaborate with IT and engineering to ensure robust data architecture and integration across systems and in time to ensure interoperability with external data systems and/or trusted research environments (TREs)
13.	Evaluate and implement new tools and methods that enhance data capabilities
14.	Join leadership and support planning of HDRC to ensure that we realise the opportunity of this investment in data, analytics and research infrastructure, mainstreaming elements of the programme when it ends.
15.	Develop strategic partnerships to establish, develop and apply linkages to externally-held datasets for service delivery and research purposes
CORPORATE RESPONSIBILITIES	
16.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
17.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
18.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
19.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
20.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
21.	Health and safety responsibilities include: <ul style="list-style-type: none"> ▪ arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements ▪ holding staff accountable ▪ ensuring risk assessments are carried out, reviewed and shared with all appropriate staff

	<ul style="list-style-type: none"> ▪ ensuring staff receive adequate information, instruction, training and supervision ▪ cooperate with trade union/safety representatives and attend relevant meetings.
22.	Deputise for Strategic Director as appropriate.
PEOPLE	
23.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery
24.	Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority
25.	Encourage and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents
FINANCE	
26.	Effectively manage budgets and income delivery targets ensuring that resources are deployed in line with agreed priorities. Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate.
SERVICE	
27.	To carry out all duties in line with the Council's Standing Orders, Financial and Procurement Regulations and Constitution.
28.	To play an active role individually and as part of the team in identifying and implementing improvements to the quality and efficiency
PERFORMANCE	
29.	To meet relevant performance targets in the council's strategic plan and service plans. These will be agreed with the postholder as part of the My Annual Review process.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>Leading and implementing data strategies aligned with organisational goals</p> <p>Understanding of principles of and techniques in epidemiology, population studies, demography and statistics.</p> <p>Understanding of evolving health and local government partnerships and the role of data and insights in them.</p> <p>Establishing descriptive, diagnostic, predictive, and prescriptive analytics techniques</p> <p>Directing use of BI tools (e.g., Power BI, Tableau, RShiny, Looker) for dashboarding and reporting</p> <p>Implementing performance measurement frameworks (KPIs, OKRs, programme evaluation metrics)</p> <p>Understanding of statistical methods, A/B testing, regression, time series, etc.</p>	<p>E</p> <p>E</p>	<p>A</p> <p>I</p>

	<p>Knowledge of data pipelines, ETL/ELT processes, APIs</p> <p>Data warehousing (e.g., Snowflake, BigQuery, Azure Synapse, etc.)</p> <p>Cloud platforms (AWS, Azure, Google Cloud) and hybrid/on-prem environments</p> <p>Expert understanding of data architecture, including data lakes, databases (SQL/NoSQL), and real-time data systems</p> <p>Establishing engagement via data storytelling and dashboards</p> <p>Knowledge of digital equity, data ethics, and inclusive data practices</p> <p>Familiarity with smart city technologies and public GIS systems</p> <p>Linking data initiatives to public service outcomes, budgeting, and community priorities</p> <p>Expert understanding of manipulating public and non-public datasets to garner actionable insights.</p> <p>Prioritisation and portfolio management of data projects across departments</p> <p>Translating complex data topics for non-technical audiences</p>		
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	<p>Research governance and organisational landscape.</p> <p>Promoting a data-driven culture and building internal data literacy</p>		
Qualifications & Experience	<p>Bachelor's degree in data science, Computer Science, Statistics, or related field (Master's or MBA preferred)</p> <p>Significant experience in data and analytics, with at least 5 years in a leadership or executive role</p> <p>Experience in local government</p> <p>Experience directing and implementing data governance frameworks</p> <p>Experience managing cross-functional teams and interdepartmental collaboration</p> <p>Communicating with elected officials, residents, and advocacy groups</p> <p>Proven experience building and leading cross-functional teams in a data-driven organization</p> <p>Strong understanding of modern data architecture (e.g., cloud data warehouses, ETL tools, data lakes)</p> <p>Hands-on experience with BI tools (e.g., Tableau, Power BI, Looker), SQL, and statistical/analytical software</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A I</p>

	Excellent communication, leadership, and stakeholder management skills		
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Build effective alliances with a wide-range of stakeholders and partners to achieve better outcomes. Keep abreast of changes in the external environment which impact on delivery and I seek collaborative solutions to achieve the best outcomes	E E	A/T/I A/T/I
We are OPEN and transparent	Connect the 'bigger picture' to audiences own values, goals and ideas. Role model and champion a coaching culture across the council and with partners.	E E	A/T/I A/T/I
We are WILLING to challenge, innovate and be accountable	Take accountability for leading the organisation in being ambitious and delivering high standards. Ensure progress is measured, reviewed and evaluated to deliver the organisational outcomes required.	E E	A/T/I A/T/I
We empower each other to be EXCELLENT and go the extra mile	Delegate decision-making where appropriate, whilst supporting and managing organisational risk. Actively champion successes and 'good news', across the organisation and	E E	A/T/I A/T/I

	externally, to inspire and excite others.		
We RESPECT all communities; they are the heart of everything we do	<p>Initiates new programmes and makes changes to improve the customer experience and access.</p> <p>Seek ways to harness the opportunities presented by the diverse workforce and community.</p>	E	A/T/I
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.	E	A/T/I