

JOB DESCRIPTION Head of Data and Systems

REPORTS TO: Data Protection Officer

KEY STAKEHOLDERS

Internal

The post holder will work closely with all the members of the SMT and agreed Project Board to ensure they are well informed of all aspects of the project and driving forward this significant change programme.

The role will also manage the Data and Systems Manager, ensuring they maximise their potential and successfully deliver against the project plan.

External

The post holder will work closely with the key delivery consultants that will be integral to the success of this programme; managing the day-to-day relationship and overseeing the performance in line the contractual arrangements. This will include both the selection of key delivery partners and system providers.

LINE MANAGES: Data and Systems Manager, Data Support Volunteer/s

PURPOSE

Back Up is going through an exciting and vital data and technology transformation including making a significant investment into a programme of work that will deliver joined up systems and data architecture to really understand and maximize the potential of the data we hold and replace our existing CRM.

As Head of Data and Systems, you will lead this change and deliver the solution/s making sure that the project is fully defined, planned and delivered successfully in line with the business plan and associated key performance indicators.

VALUES

All roles at Back Up should reflect our core values:

We embrace challenge

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other.

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback

PRINCIPLE ROLE:

Our Head of Data and Systems Project will ultimately lead the delivery this complex and transformational project. Specifically, they will:

- Be responsible for the technical delivery of the project solution/s including CRM and related data and communication management technologies, ensuring they are delivered on time and on budget.
- Lead the development and management of relevant project governance and operational processes and related documentation.
- Develop and continuously maintain a project plan across the full scope of deliverables as identified in the PID and determine, secure and monitor the resource needed to deliver the project.
- Coordinate and manage execution the delivery implementation work packages, coordinating all resources internally and externally in their delivery.
- Provide regular progress updates to SMT and the project board and alert more urgent issues.
- Support and back up the Data and Systems Manager by developing and maintaining an in-depth knowledge of user requirements.
- Liaise with related projects (activities) and respective department leads to ensure all dependencies are fully identified and managed.
- Lead on developing a project communication and stakeholder engagement plan and prepare relevant communications.
- Maintain and manage the project RAID demonstrating highest standards and best practice in project delivery governance and administration.
- Manage supplier contracts and delivery, monitoring and managing supplier performance and always ensuring clarity of responsibilities.
- Control, forecasting, reporting of the project budget and related resources
- Full management of project scope and change requests
- Manage the QA processes for testing and approving all project deliverables, ensuring that high quality acceptance criteria and test plans are developed and maintained for all deliverables.

- Lead the project board in developing the change management strategy and benefits realisation plan.
- Undertake other project duties as required from time to time

Other duties and responsibilities

- Consistently work in a way that exemplifies Back Up's ethos and core values.
- Work cohesively with other teams and other organisations to ensure organisational and individual needs are met.
- Other duties as required by the Data Protection Officer and Data Management Group.

PERSON SPECIFICATION

Experience

Essential

- Significant experience and successful delivery of at least one complex CRM project to around 100 users
- Performance and line management of a project delivery team
- Experience of managing budgets of over £300k
- Strong experience and knowledge of the current market of CRM systems, Managed IT and related technologies
- Significant experience of working with cross-functional teams to develop, shape and deliver a common vision and goal.
- Experience of working with waterfall, PRINCE2 or agile project management methodologies and adopting a blended/tailored approach.
- Excellent and proven interpersonal skills, and strong stakeholder engagement skills with the ability to influence/persuade as well as engender trust and respect.
Demonstrable experience of applying effective problem identification and problem-solving techniques.

Knowledge and skills

Essential

- A project management qualification such as Prince 2 or Agile Scrum
- Strong prioritisation, planning and time management skills
- Ability to establish and maintain key relationships with internal and external stakeholders
- Ability to accurately assess issues and risks
- Business analysis including process design
- Ability to work independently and remotely
- Demonstrable understanding of data platform technology landscape and CRM technologies.

- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Demonstrable commitment to collaborative teamwork.
- Ability to work at pace whilst maintaining attention to detail.
- The ability to focus on impact and deliver outstanding results in a team environment.

Candidates that can demonstrate any of the following will also be at an advantage:

- Understanding of issues faced by people affected by spinal cord injury (SCI) and of services for people with SCI in the UK
- Experience of working with vulnerable people
- Experience of working in the voluntary sector and inspiring and motivating volunteers
- Experience of collaborative working with other organisations
- Experience of working with health and care professionals