

Head of Customer, Digital and Insight

JE Code: JE2108



Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council

Service Policy, Insight and Communications
Reports to: Director of Policy, Insight and Communications
Job Family Strategic Leadership
Grade: M
Political restricted Y
JE Code: JE2108
Date: September 2020

Key Deliverables

1.	Establish and embed a corporate performance framework incorporating a Council Plan and an integrated approach to service and financial planning.
2.	Develop, produce and present corporate reports to Information Governance board Corporate Leadership Team and Members providing an integrated overview of specified performance and management data, including corporate performance indicators, programmes and projects with a commentary that identifies areas of risk and mitigating actions.
3.	Ensure the whole Council has policies and processes in place to comply with the Data Protection Act 2018 and the Freedom of Information Act 2000 and UK GDPR post Brexit
4.	Lead the corporate approach to use of data insights including benchmarking analyses and commentaries and be a source of expertise for the authority on efficiency and achieving more for less
5.	Lead on the creation and embedding of an analyst network across the authority to upskill the organisation on data and insights to make efficient use of data and information
6.	Lead on corporate approaches to equalities, ensuring compliance with relevant legislation
7.	Hold the statutory role of Caldicott Guardian for Adult and Children’s Social Care, as well as oversee the statutory Data Protection Officer role
8.	Lead the development and delivery of innovative, accessible and integrated digital solutions to enable channel shift and smarter working practices.
9.	To be responsible for the continued development and delivery of the Council’s Customer Service Operations, via all required channels
10	Manage the Corporate customer care function including Freedom of information act and Subject access requests, complaints, comments and feedback service ensuring continuous improvement and compliance with statutory requirements including the Freedom of information act and data protection 2018, The Children Act 1989 Representations Procedure (England) Regulations 2006 and The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, and managing the Council’s relationship with the Local Government Ombudsman and Housing Ombudsman on behalf of the Chief Executive.
11	Maintain, develop and support social care case management systems for Children’s and adults social care including training, and reporting capabilities
12	Lead on the Councils Geographic information system and streets naming and number service providing a high quality service to internal and external (developers) customers.

Essential Requirements (key skills & qualifications)

1.	Degree in relevant discipline, equivalent professional qualification or equivalent experience (min five years)
2.	Ability to work with, influence and motivate a wide range of partners
3.	Understanding of the nature and sensitivities of working within local government
4.	Excellent communication skills at all levels across the council, external organisations, stakeholders and members of the public with a proven ability to effectively convey complex information to individuals at all levels in an accessible manner
5.	Ability to work as part of a team, sharing knowledge and experience, recognise the strengths and weaknesses of others, and constructively challenge to achieve productive outcomes, benefits and timescales within a programme/project environment
6	Experience of effectively lead, manage and motivate team and positively contributing to the team's success
7	Extensive creative problem-solving skills that will enable you to solve complex problems and ensure successful outcomes, removing blockages and obstructions to success. Finding innovative ways of solving or pre-empting problems
8	Extensive knowledge of risk management and its application
9	Ability to develop and maintain effective working relationships
10	A proven track record of delivering organisational compliance within complex legislative frameworks and leading on innovative customer focused solution that enable and empower customers to access council services.
11	Maintain up to date knowledge of cutting edge innovative technology and its application ensuring that ethics and equality are at the heart of development.

Job Family

INSERT JOB FAMILY NAME
Grade TBC



Colleagues Expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Job Family- Strategic Leadership

Role Characteristics

At this level job holders report to a Group Head or Director and are responsible for the development and implementation of strategy relating to several Services within that Group. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their area of influence within the Group.

The knowledge and skills required

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented not only by ongoing professional development and thorough understanding of external legislative and societal change, but also by a deeper understanding of the Council operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of Services.

The type of thinking, planning and communicating necessary

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across a range of services. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service's composition, approach and operating procedures in accordance with wider goals mandated by Group management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council's reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based, reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the Council's position in response to opposing opinion in a formal or informal setting.

The freedom to make decisions and innovate

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head or Director and will devise and implement strategic plans and policy in relation to several service areas