

The City of Wolverhampton Council

Job Description

Job title:	Head of Data and Information
Directorate:	West Midlands Pension Fund
Service:	Pensions
Location:	Any suitable location within the City of Wolverhampton
Workstyle:	Flexible
Responsible to:	Deputy Director Governance and Corporate Services
Direct Reports:	Data Architect and Design Manager, Business Intelligence Data Architect, Data Projects Manager, Corporate Administration Manager
Grade:	11

Job Purpose and Role:

Reporting to the Deputy Director Governance and Corporate Services, the Head of Data and Information will provide strategic leadership for the Fund's enterprise information capability, ensuring that data and information are governed, managed, protected and utilised as strategic assets that support the Fund's Corporate Strategy, operational excellence, regulatory compliance and improved outcomes for members and employers.

The post holder will be responsible for developing and delivering the Fund's Information and Data Strategy, establishing a coherent enterprise information operating model and ensuring that information governance, information architecture, data quality, onboarding, operational information management, analytics and insight operate as an integrated capability across the Fund. The role is accountable for moving the Fund from a traditional data management model towards a mature enterprise information capability, where information is designed, governed and managed throughout its lifecycle.

The Head of Data and Information will work in strategic partnership with the Head of Systems to ensure that information architecture, systems, applications, integrations, workflows, supplier interfaces and technology solutions are designed and managed as a single enterprise information ecosystem. Accountable for establishing the Fund's enterprise information capability, aligning people, process, governance, systems, suppliers and technology to deliver better member outcomes, employer outcomes, regulatory confidence and strategic decision-making.

The post holder will provide strategic advice and professional leadership on all matters relating to data, information governance, information architecture, data quality, analytics, insight, regulatory reporting and information risk. The role will lead a preventative, quality-by-design approach that reduces reliance on downstream remediation and embeds accountability, ownership and control across the complete information lifecycle.

Principal Duties and Responsibilities:

The post holder has the following principal areas of responsibility:

Strategic Leadership and Senior Management

1. Lead and manage the Fund's Data and Business Intelligence function, ensuring delivery of appropriate services, support and information to all users within the Fund, across the areas of Business Intelligence, Data Interfacing, Data Quality and Data Governance and analytics.
2. Optimise the use of resources in delivering and supporting the Data and Business Intelligence services provided and on-going working with the Fund's SLT and operational leads to deliver key priorities.
3. Provide leadership for the Fund's Data and Information function, ensuring the delivery of high-performing, customer-focused, resilient and well-governed information services.
4. Develop, implement and continually review the Fund's Information and Data Strategy, ensuring alignment with the Fund's Corporate Strategy, Digital Strategy, statutory responsibilities and future operating model.
5. Establish information as a strategic enterprise asset that supports member outcomes, employer engagement, operational effectiveness, regulatory compliance, risk management and evidence-based decision-making.
6. Develop annual service plans, budgets, workforce plans, performance measures and delivery priorities for the Data and Information function.
7. Ensure the operation and continuous improvement of a robust control environment (including business continuity and disaster recovery plans) that are routinely tested and reviewed.

It is expected that the post holder will from time-to-time need to lead or support on confidential and sensitive projects or initiatives where high standards of integrity and information governance are required.

Specific Duties and Responsibilities

Leadership & Management:

1. Develop and implement the data and information strategy of the West Midlands Pension Fund.
2. Directly contribute to the implementation of the West Midlands Pension Fund strategy and corporate plan. Support the development of Fund strategies and the strategies of other functional areas within the Fund.
3. Develop for approval and implement budgeted functional plan to deliver the Data and Information strategy.
4. Working with direct reports ensure that work is managed, delegated, co-ordinated and delivered across the service area.
5. Manage data and information function staffing, including resource planning, recruitment, professional development, appraisal, and disciplinary actions to provide a resilient and responsive data and information team that provides the specified service levels to the Fund and has the required skills and experience.

6. Establish and develop a customer focused culture within the data and information team aligned to the Fund's Values, Behaviours and expectation frameworks. Ensure excellent customer service is consistently delivered to both internal and external customers and stakeholders.
7. Promotion of values, behaviours and expectations across the Fund.
8. Ensure that the structure of the data and information function, skillsets, capabilities, and services present within it are appropriate to meet the needs of the Fund's key stakeholders.
9. Actively ensure alignment of resources to the operational needs of the data and information team each year and that value for money is delivered.
10. Appraisal of projects and initiatives in relation to data and information. To undertake ad-hoc assignments as necessary in support of the wider functions and responsibilities of the Fund.
11. Benchmarking of team performance to ensure the Fund delivers value for money and is keeping pace with technology and industry developments.
12. Deputise for Deputy Director of Governance & Corporate Services in relation to data and information matters or as required by Executive Director of Pensions or Deputy Director of Governance & Corporate Services.

Internal Controls, Policies & Delegation:

13. To be responsible for identifying key data and information risks and establish mitigating controls, reporting, and managing these on an ongoing basis.
14. To develop, implement and maintain suitable controls/procedures appropriate to an environment of high volume, highly sensitive member, customer, supplier and wider stakeholder data (including sensitive financial data).
15. Develop operational controls for data maintenance, master data management, information retention, data correction, change management and quality assurance.
16. Ensure suitable limits and delegations are in place to facilitate the delivery of high quality operational performance and management information, and the effective operation of the Fund, whilst minimising control risks.
17. To oversee the analysis of any errors within data and information function and its associated systems and develop appropriate solutions which may have a direct impact on the Fund's reputation and its financial and operational stability.
18. Ensure system/procedure notes are in place for the operation of the data and information function (including information maintenance processes) ensuring their continued relevance, accuracy and completeness and that these are embedded within day-to-day operational activity.

Enterprise Information Capability:

19. Lead the development of a unified enterprise data and information capability across the Fund, ensuring data, systems, governance, suppliers and business processes operate as a coherent information ecosystem.
20. Establish the operating model, service standards, policies, governance arrangements and decision rights required to manage data and information across its lifecycle.

21. Define the Fund's enterprise information principles, critical data domains, ownership model, stewardship responsibilities and information quality standards.
22. Ensure data and information capability development is scalable, sustainable, future-ready and aligned to the Fund's long-term objectives.
23. Lead a culture where data ownership and information accountability are understood across all functional areas and team, employers, suppliers and governance functions.

Information Governance and Quality:

24. Establish, maintain and continually improve the Fund's Data and Information Governance Framework, ensuring appropriate policies, standards, controls and assurance arrangements are in place.
25. Develop enterprise data and information standards, including data ownership, stewardship, critical data elements, metadata, classifications, data quality measures and escalation routes.
26. Lead the development of data and information quality arrangements that ensure information is accurate, complete, secure, accessible, traceable and appropriately managed throughout its lifecycle.
27. Establish performance measures and quality assurance frameworks that enable data and information quality to be monitored, reported and improved.
28. Ensure compliance with relevant legislation, statutory guidance, professional standards and Council policies, including pensions legislation, data protection, Freedom of Information, information security, records management and audit requirements.
29. Develop a culture of prevention by identifying and addressing root causes of data and information quality issues, reducing reliance on remediation and manual correction.
30. Ensure the Fund has clear quality standards and assurance mechanisms for employer data, member data, pensioner data, benefits data, financial data, investments data and regulatory reporting data.

Information Architecture and Design:

31. Provide strategic leadership for the design and development of the Fund's data and information architecture.
32. Ensure data is designed effectively before entering operational processes, systems, supplier interfaces and reporting environments.
33. Define and maintain information models, system-of-record principles, data lineage, information flows, metadata structures and integration design principles.
34. Ensure information requirements are fully considered within projects, business change, system change, workflow design, reporting change and digital transformation.
35. Work with the Head of Systems to ensure information architecture, systems architecture, workflow automation, APIs, integration standards and platform change are aligned.
36. Ensure material change affecting critical information is subject to appropriate review, governance and impact assessment before implementation.

37. Ensure the development of architecture artefacts that support auditability, assurance, data quality, process improvement, supplier accountability and future digital readiness.

Data Onboarding and Supplier Governance:

38. Lead the transition from reactive correction to upstream prevention through stronger onboarding, validation, workflow and supplier controls.
39. Establish controlled and standardised arrangements for onboarding data and information from employers, members, suppliers and external organisations. Ensure robust validation, quality assurance and governance controls are embedded within onboarding processes so that data and information is accurate and complete at source.
40. Develop effective governance arrangements with employers, software providers, administration suppliers and strategic partners, promoting shared accountability for data and information quality.
41. Lead the development of supplier data quality measures, supplier improvement plans and escalation routes for recurring quality or interface issues. Ensure supplier and employer data quality performance is reported, reviewed and used to drive improvement.
42. Work with Employer Services and operational teams to ensure data submission requirements, standards and processes are clearly understood and consistently applied.
43. Oversee and manage negotiation and subsequent governance and performance management of any 3rd Party Suppliers, service level agreements, and contracts involved in the delivery of data and information services to the Fund.

Information Operations and Data Stewardship:

44. Ensure effective stewardship and management of information throughout its operational lifecycle.
45. Ensure operational information management arrangements support efficient pension administration while maintaining appropriate governance and compliance.
46. Lead initiatives that improve operational efficiency, reduce information risk and improve the quality and consistency of information across the Fund.

Analytics, Insight and Performance:

47. Lead the delivery of high-quality analytics, business intelligence, management information and reporting services.
48. Ensure the Fund has trusted, accurate and timely information to support operational management, regulatory compliance, senior leadership decision-making and governance reporting.
49. Develop performance dashboards and reporting frameworks linked to member outcomes, employer outcomes, regulatory outcomes, operational performance and Fund strategic objectives.
50. Lead the development of regulatory reporting capability, ensuring statutory and governance reporting is supported by appropriate data quality, lineage and assurance.

51. Promote effective use of data visualisation, predictive analytics, automation and emerging technologies where these are proportionate, ethical and appropriately governed.
52. Ensure analytics and insight supports service improvement, risk management, resource planning, supplier accountability and evidence-based decision-making.
53. Working with the Head of Systems, develop the Fund's readiness to adopt artificial intelligence and advanced analytics responsibly, with appropriate governance, quality and ethical controls.

Reporting:

54. To routinely report on the performance and operations of the data and information function and associated supplier contracts in line with the governance framework.
55. To set and ensure the completion of KPIs and associated reporting for the function that demonstrate delivery, value for money, quality improvement, risk reduction and continuous improvement.
56. To represent the data and information function within internal meetings and externally as needed (or directed) by the Deputy Director of Governance & Corporate Services.
57. Responsible for responding to FOI requests and liaising with governance services as required.

Information Risk, Assurance and Control:

51. Ensure the Fund has clear controls for critical data elements, data classification, access management, data retention, cyber security interfaces, supplier data risk and information assurance.
52. Ensure the Data and Information function contributes effectively to internal audit, external audit, regulatory reviews, service auditor reporting, Pension Committee reporting and governance assurance.
53. Ensure control frameworks demonstrate information is secure, lawful, accurate, traceable and fit for purpose.
55. Embed information governance and security within the operating model rather than treating them as separate compliance activities.

Strategic Partnership and Collaboration:

57. Build and maintain strategic relationships with senior leaders, heads of service, Fund Stakeholders, software providers, administration suppliers, auditors, regulators and external partners.
58. Work collaboratively with the Head of Systems to ensure information, systems, applications, integrations and business processes operate as an integrated enterprise capability.
59. Jointly sponsor governance forums with Systems where information quality, architecture, data flows, integration, change and assurance require cross-functional leadership.
60. Influence senior stakeholders and governance bodies through clear evidence, professional advice, high-quality reporting and strategic recommendations.

- 61. Represent the Fund in relevant national, regional and professional forums relating to information management, data governance, pensions data, analytics and digital innovation.
- 62. Promote shared accountability for information quality across the Fund and its supplier ecosystem.

General Duties

- 62. To participate in employee development, appraisal, and training, including continuous professional development. To undertake own suitable training and development, both specialist/technical and to build on and maintain interpersonal/management skills, in accordance with training and development strategies which may be implemented from time to time.
- 63. To act in accordance with the Council's Constitution and other Codes of Conduct.
- 64. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, Freedom of Information Act, Financial Management Regulations and other Legislation. The Post holder must comply with the provisions of all Data Protection and Computer Misuse Computer software, Copyright Legislation and the Council's Computer Security Statement.
- 65. To undertake any other tasks, duties, and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
- 66. To participate in the wider development of the Fund and contribute to the Fund's improvement as required.
- 67. Effectively manage and review allocated contracts to ensure the required level of performance and best value is achieved in line with the Council's key strategies as appropriate and training provided.
- 68. Work with key stakeholders when required to effectively manage contracts to achieve the best outcome for the delivery of the Council's objectives as appropriate and training provided.
- 69. City of Wolverhampton Council is committed to Corporate Parenting.

"Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after."

Effective date

Signature of jobholder

City of Wolverhampton Council

Personnel Specification

Post Designation: Head of Data and Information**Job Class:****Job Purpose and Role:**

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FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Qualifications	Relevant professional qualification in information management, data management, data governance, business intelligence, digital technology, enterprise architecture, or project/programme management, for example		Application Form Production of Certificates

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	BCS, DAMA/CDMP, CIPP/E, TOGAF, PRINCE2, MSP or equivalent or qualified by extensive directly relevant experience of senior leadership within information management, data, business intelligence, or a complex regulated service environment. Evidence of continuing professional development relevant to information management, data governance, digital transformation, public sector leadership or pensions administration.		
Training	Commitment to maintaining professional knowledge and remaining current with developments in information governance, data management, data quality, business intelligence, artificial intelligence, cyber security, digital technology, LGPS regulation, pensions administration, supplier governance and relevant legislation.	Membership of an appropriate professional body and participation in recognised continuing professional development programmes. Formal training in enterprise information management, digital transformation, governance, risk, assurance or strategic leadership.	Application Form Interview
Experience	Significant leadership experience within information management, data, business intelligence, digital services, technology, governance, pensions administration or another complex regulated environment. Significant and successful experience in leading, managing and developing a data and information function with a business partnering approach in an	Experience within the Local Government Pension Scheme or wider public sector pensions environment. Experience within a regulated financial services, public sector or high-volume administration environment.	Application Form Interview References

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	organisation and instilling a strong performance and development culture. Successful experience of developing and delivering information and data strategies aligned to organisational objectives. Experience of establishing enterprise governance frameworks, data ownership models, information standards, quality controls and assurance arrangements. Track record of leading multi-disciplinary teams and developing high-performing people and services. Experience of influencing senior leaders, governance bodies and external stakeholders through strategic advice and reporting. Experience of leading change, service transformation, supplier governance and continuous improvement. Experience of managing significant operational, regulatory and reputational risk relating to data, information or technology-enabled services	Experience of reporting to those charged with governance within an organisation e.g. audit committee. Experience of enterprise information management, large-scale data quality programmes, remediation programmes, digital transformation or information operating model implementation.	
Special Knowledge/Skills	Strong understanding of information management, information governance, information lifecycle management, data quality, data ownership, data	Detailed knowledge of LGPS administration, pensions legislation, The	Application Form Interview

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	stewardship, metadata, master data, critical data elements, analytics and insight. Strong understanding of data architecture, information architecture, systems of record, data lineage, workflow design, supplier interfaces and integration principles. Well-developed strategic planning and execution skills, with the ability to align information capability to Fund strategy, member outcomes, regulatory compliance and operational resilience. Strong knowledge of information risk, data protection, cyber resilience, records management and assurance requirements. Ability to explain complex technical, data or governance issues to non-technical audiences. Excellent analytical, problem-solving, negotiation, influencing and decision-making skills. Ability to build cross-functional consensus and drive adoption where accountability is shared across teams and suppliers. Commercial awareness and experience of supplier, contract and service performance management.	Pensions Regulator expectations and statutory pensions reporting. Knowledge of service auditor reporting, internal audit, external audit and assurance frameworks. Awareness of artificial intelligence, automation, predictive analytics, data ethics and emerging technologies. Knowledge of systems and platforms used in pension administration, reporting and workflow management.	References

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Personal Qualities	Strategic thinker with the ability to develop and communicate a long-term vision for enterprise information capability. Ability to use initiative within delegated authority and to work with little supervision and direction. Able to make complex judgements where decisions may have significant operational, regulatory, reputational or service implications. Collaborative, inclusive and able to build trust across senior stakeholders, technical teams, operational services, suppliers and governance bodies. Innovative and solutions-focused, with a strong drive for continuous improvement and prevention of recurring issues. Strong problem-solving abilities, particularly in handling conflicting priorities. Able to challenge constructively, manage ambiguity and lead through change. Strong commitment to quality, governance, accountability and excellent customer outcomes Pragmatic and risk-focused.	Experience of coaching senior managers, sponsoring professional development and building organisational capability. Strong research and evaluation skills with an interest in emerging practice and sector benchmarking.	References Interview Testing

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Interests and Motivation relevant to the job	Self motivated. Commitment to public service and to improving outcomes for members, employers and stakeholders through trusted information, better governance and better decision-making. Passionate about establishing information as a strategic asset and using data to improve pension administration, operational resilience, regulatory confidence and member experience. Motivated to ensure the Fund delivers highest levels of value for money that can be demonstrated and evidenced to a range of stakeholders. Motivated by collaborative working, business partnering, continuous improvement and organisational learning. Committed to maintaining high standards of professional ethics, information governance, confidentiality and public accountability.	Interest in the Local Government Pension Scheme, public sector pensions, digital transformation, responsible use of data, analytics, automation and emerging technologies.	Application Form References Interview
Commitment	Commitment to achieving strategic objectives, service plans and agreed outcomes within specified timescales. Commitment to developing sustainable long-term solutions that strengthen governance, improve services, support the Fund's	Active participation in professional networks or communities of practice relating to pensions, information governance, data, technology, public sector leadership or digital innovation	References Interview

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	Corporate Strategy and reduce operational risk. Commitment to building a culture of information ownership, accountability, prevention, quality-by-design and continuous improvement across the Fund. Commitment to equality, diversity, inclusion and the Council's and Fund's values and behaviours.		