

Data and Analytics Manager

Department: Infrastructure, Housing and Environment

Division: Enterprise Asset Management

Reports to: Senior Manager - Asset Management Capability

JE Reference: IHE1074

Grade: CS11

JE Date: 16/8/2021

Job purpose

Being responsible for supporting the entire asset management organisation with the creation, integration and analysis of asset information, including asset performance and root cause analysis, providing intelligence to senior leaders, operational managers and frontline staff in order for them to deliver better and more cost-effective outcomes through the use of business insight and performance reporting, within an effective quality and performance management framework.

This role will also have a close working relationship with the Strategic Policy, Planning and Performance department, who hold the central profession of strategic data analytics.

Job specific outcomes

Provide advanced business support, delivering advanced analysis and intelligence to assess the impact of Government priorities, strategies and service delivery related to asset management. Provide insight into current trends, forecasts, deeper meanings and impact in order to improve asset management performance and inform effective, evidence-based decisions which improve service quality, value for money and outcomes for Islanders.

Produce operational management performance reports, working closely with Asset Application Owners and Asset Managers across all departments which manage assets to identify, interpret and present asset performance information, including outcomes and impact on Islanders. This will improve operational performance and transparency, and will demonstrate the extent to which the government's strategic objectives and departmental priorities have been achieved and therefore enable Government to be accountable to Islanders.

Provide informatics advice and support to departments and partners. Develop and deliver informatics skills development (training) at all levels within the organisation, for example statistical interpretation, communication of concepts and business modelling. The outcome will be improved data quality, compliance and an asset management informatics service which is valued by stakeholders and enables them to perform data and information tasks accurately, along with an increase in skills across Government, which will improve service performance.

Improve the quality and/or timeliness of information reporting by designing, delivering and evaluating information processes, advising stakeholders of any system or process change/development and utilising knowledge of new and emerging technologies in informatics, leading to the generation of reports which meet the customers' needs, and which inform and improve operational decision making.

Continuously improve performance reporting, analytical techniques and modelling tools. This requires a deep understanding of changing strategic and operational requirements, strategies and plans. Develop appropriate information strategies and deliverables such as activity and performance monitoring, demand and capacity planning, organisational strategy development, resulting in improved productivity and efficiency in informatics, including processes which are best practice and therefore improve financial returns and the accuracy of reporting to support operational delivery.

Produce analysis which is used by departments to continuously improve services. Improve the quality of analysis to ensure that performance management is effective and efficient across government and its partners, and to ensure analysis continues to meet operational needs and processes remain compliant with best practice.

Analyse data as part of root cause investigations of asset or system failures or incidents, making effective use of obtained knowledge and information to inform total preventative maintenance strategies, continuous improvements and defect elimination for maximised asset management performance and continued value realisation.

Champion and ensure compliance with best practice, using this to guide developments and inform stakeholders. Adhere to data security and confidentiality in accordance with legal requirements, Government of Jersey policy and best practice standards, liaising with Governance teams to ensure compliance and to address issues of non-compliance. This will result in the team and stakeholders applying good governance and information security and will reduce the risk of data breaches.

Challenge and improve the Enterprise Asset Management Office's performance management arrangements, and those of departments managing assets, in order to provide assurance that underlying systems, planning, monitoring and data can be relied upon, to increase confidence in the accuracy of reporting and to identify areas for further improvements in outcomes. This will improve operational performance, service quality and outcomes for Islanders.

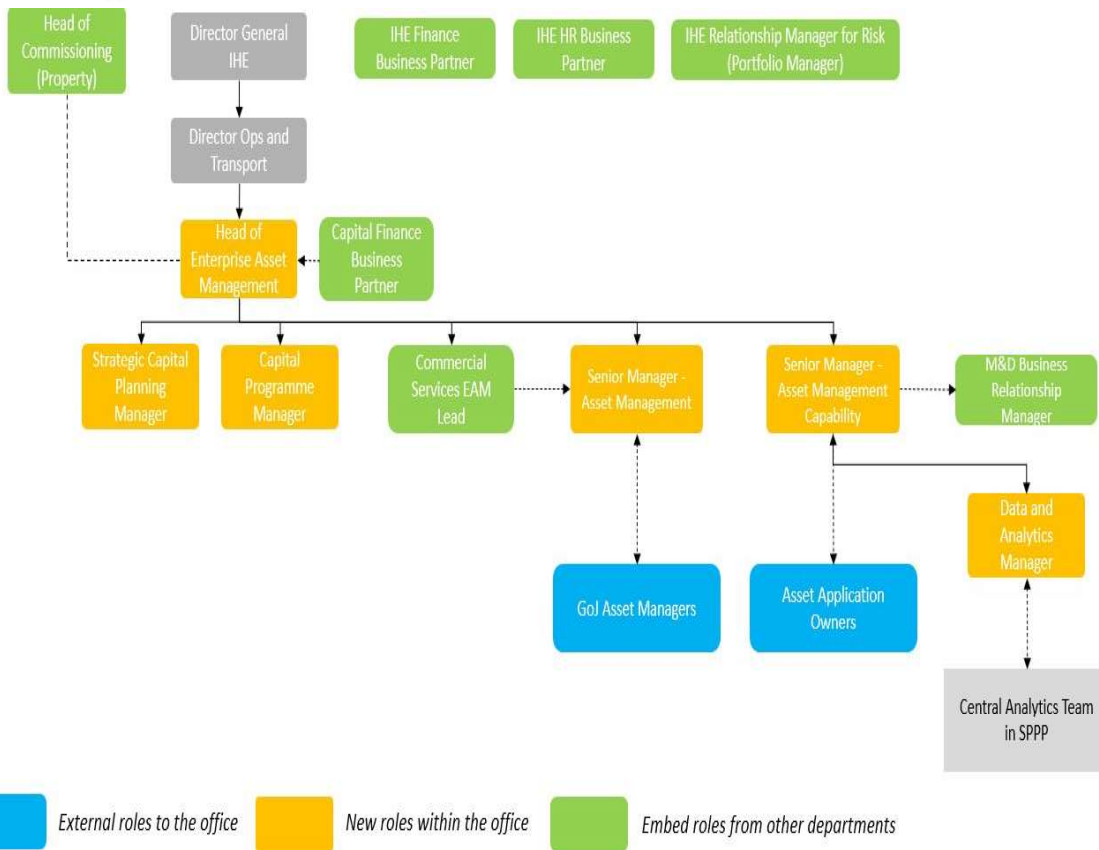
Provide management information to inform resource planning for asset management across Government, working in collaboration with departments and People Services to ensure key resources are in place at all times to optimise asset management delivery. Be responsible for the production of reports to inform key decisions on knowledge management related to asset management across Government.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities, attributes, and behaviour indicators.

Person Specification

Specific to the role

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|--------------------------------------|---|---|
| Qualifications | Qualified to degree level 7 in a STEM related subject with a strong numerical component or equivalent experience. | |
| Knowledge | <p>Knowledge of asset management information systems.</p> <p>Detailed knowledge of a broad range of quantitative and qualitative research methods, business intelligence and analytical techniques, with experience of applying these in a service improvement context.</p> <p>Understanding of how to improve outcomes through a consistent focus on the drivers and removing barriers to improvement.</p> <p>Knowledge of approaches to stakeholder engagement and intelligence gathering.</p> <p>Demonstrable knowledge of organisational and political processes.</p> <p>Knowledge of all aspects of corporate/operational performance management and using information to improve operational performance and achieve outcomes.</p> <p>A working knowledge of relevant legislative and regulatory frameworks relating to asset management.</p> | <p>Understanding of Outcomes Based Accountability.</p> <p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>The departmental priorities, key objectives, risks and issues relevant to the department division and the role.</p> |
| Technical / Work-based Skills | <p>Computer literate with ability to operate the Microsoft Office package at an advanced level.</p> <p>Ability to analyse and interpret complex specialist MI data and to identify trends, issues and provide insights and recommendations to inform business decisions, policies and strategies.</p> <p>Data modelling and information classification.</p> <p>Ability to use large data sets.</p> <p>Ability to train staff of all levels.</p> | Driving licence (Group B) |
| General Skills/Attributes | Ability to work with agility across a broad range of subject areas whilst maintaining a clear sense of purpose | |

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|--------------------------|---|--|
| | <p>Ability to build and develop strategic relationships with key stakeholders</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation to a variety of audiences, including various strategic decision boards and Government of Jersey Ministers.</p> <p>Ability to communicate confidently and effectively. Ability to communicate effectively to senior stakeholders, and deliver key messages at all levels of the organisation.</p> <p>Ability to influence and persuade a wide range of stakeholders</p> | |
| <p>Experience</p> | <p>A minimum of 2 – 8 years of strong business, data and process analysis experience, with proven application of techniques</p> <p>Reporting and line management / leadership experience</p> <p>In depth experience of design and implementation of asset management information solutions</p> <p>System integration experience</p> <p>Experience of developing business models to support operational requirements, including development of system product roadmaps aligned to organisational strategy.</p> <p>Experience of specifying system requirements and developing technical specifications that can be used to negotiate with third party suppliers or for in-house development.</p> <p>Project management experience and experience of working on projects where significant influencing skills were required</p> <p>Experience of best practice within the area/s overseen as part of the remit of the role to make recommendations for change</p> | <p>Strong understanding of SAP S4 Hana</p> <p>Experience working alongside senior stakeholders within the public sector or a similar context</p> |