

Information and Data Manager

Department:	Non-Ministerial	
Section:	Jersey Probation and Aftercare Service	
Reports to:	Chief Probation Officer	
JE Ref:	NMIN1000	
Grade:	CS11	JE Date: 06/07/2022

Job purpose

The Information and Data Manager's role incorporates data and performance reporting, quality assurance and data governance. Responsibilities include monitoring and continuous improvement of quality across core data assets and reporting and providing analysis to the Senior Management Team, Probation Board and Ministers, updating frontline staff with performance data in order for JPACS to deliver better evidence-based outcomes.

This role is responsible for overseeing the organisation's data privacy compliance, as well as reporting and advising on data protection legislation and departmental policies.

The role has a high degree of autonomy and reports directly to the Chief Probation Officer.

Job specific outcomes

- Undertakes regular data collation, analysis and interpretation to produce reports on strategic and operational performance measures and outcomes including activity and trend analysis, as well as specific requests, to agreed standards and timeliness.
- Advises on activities to assure and improve the Service's data quality to facilitate confidence in its timeliness, validity and reliability to support effective operations in offender rehabilitation, public protection and safeguarding.
- Develops and maintains data quality processes and methods to facilitate the handling of the Service's data in a robust and standardised way, providing training and guidance to the department on data quality assurance.
- Responsible for monitoring, assessing and escalating data quality issues to prevent and manage exposure to organisational risk.
- Ensures compliance with legal obligations and best practice by actively engaging with relevant bodies and working groups as required (e.g., Statistics Users Group, Cyber Security, Anet), using this to guide developments.

- Provides the lead in developing and maintaining the Service's computerised case management system (currently DAISy2), including liaison with software developers to specify requirements and managing first line issues with DAISy2 users within the Probation Service and other departments.
- Leads strategic and operational information and data projects involving a range of agencies including Modernisation and Digital, other criminal justice departments and counterparts in Guernsey as part of the Channel Islands DAISy Consortium.
- Responsible for the effective data storage and sharing within the Service, adhering to data security, confidentiality and compliance with policy and legislation. Oversee an Information Asset register, ensuring that the data is used correctly, and good governance applied.
- Responsible for ensuring the department is compliant with all relevant data protection regulations to mitigate against reputational or financial risk and that that all employees are aware of their own responsibilities.
- As the nominated Data Protection Officer for JPACS, maintains the accuracy of the department's data and assists with investigations into complaints about breaches and the provision of Subject Access and Freedom of Information requests.

Statutory responsibilities

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

The Probation Law 1937

The Criminal Justice (Community Service Orders) (Jersey) Law 2001

Criminal Justice (Young Offenders) (Jersey) Law 2014

Data Protection (Jersey) Law 2018

Freedom of Information (Jersey) Law 2011

Code of Practice for Official Statistics

The post holder will have access to highly sensitive information on both Adults and Children and will therefore be subject to enhanced clearance by the Disclosure and Barring Service (DBS).

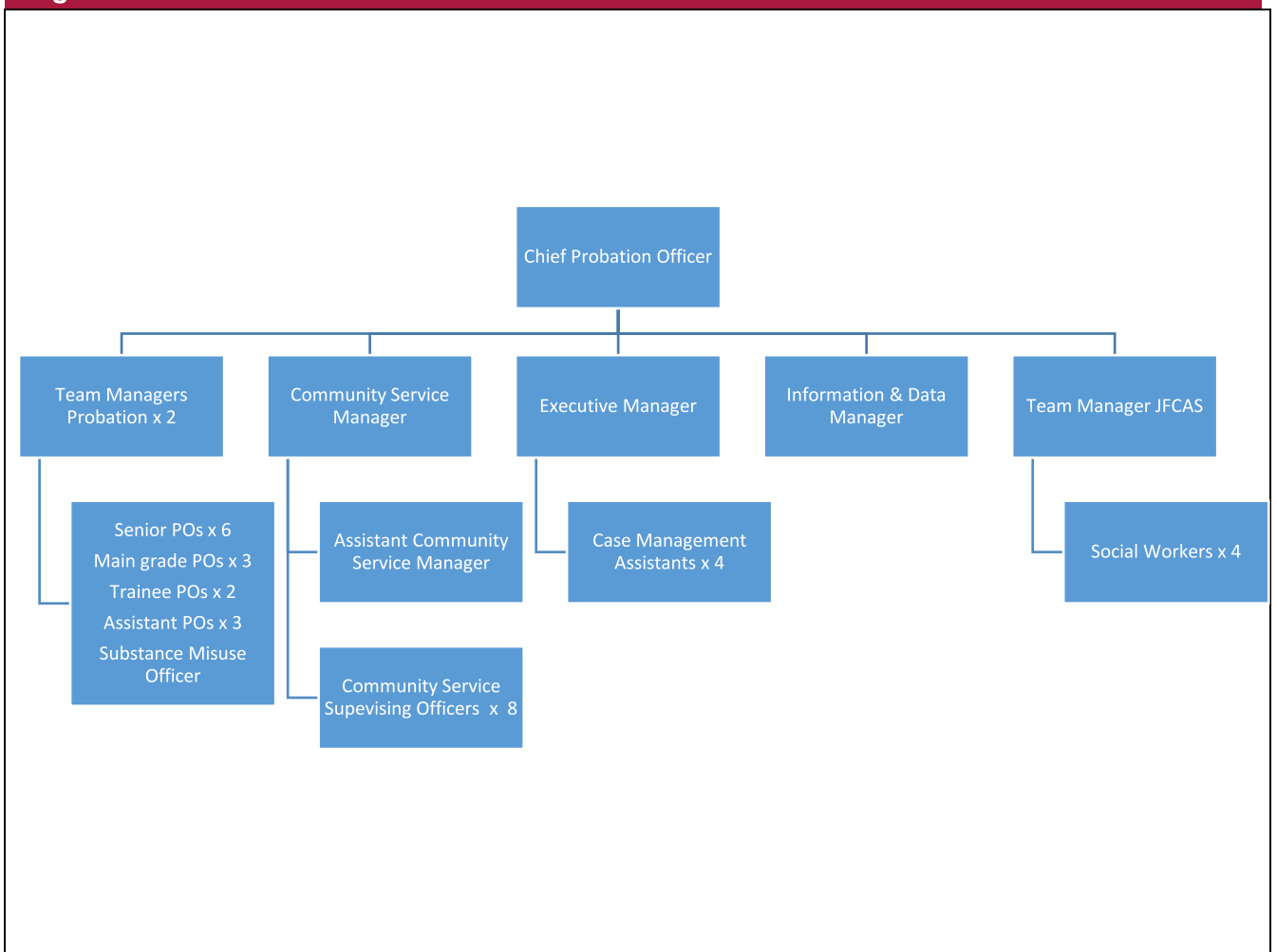
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure

One Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to degree level in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience</p> <p>Professional qualifications, or willingness to obtain, in data science, statistics, information systems, or information governance</p>	
Knowledge	<p>Excellent understanding of information systems and data and how these are used to provide management information, improve performance and support benchmarking.</p> <p>Specialist knowledge of data management, analytics and information governance practices</p> <p>Excellent knowledge of quantitative and qualitative research methods</p> <p>Excellent working knowledge of the business area.</p> <p>Understanding of all applicable laws, regulations and privacy standards</p> <p>Knowledge of data and information flows in the business area / operational department of the role</p>	
Technical / Work-based Skills	<p>Data quality measurement and reporting</p> <p>Advanced knowledge of MS Office suite and other industry standard report writing tools (e.g., SAP Crystal Reports, SQL, PowerBI)</p> <p>Technical knowledge of data protection and compliance regulation</p>	
General Skills/Attributes	<p>Proven attention to detail</p> <p>Ability to innovate and think creatively about problems and solutions.</p> <p>Ability to present and deliver communications with impact - excellent verbal, written, and listening skills</p>	

	<p>Excellent interpersonal skills - able to build relationships internally and externally</p> <p>Highly organised with the ability to self-manage whilst also achieving results as part of a team and making informed decisions</p> <p>Proactive, systematic, accountable and service minded</p>	
Experience	<p>Experience of collecting, managing and analysing complex datasets</p> <p>Experience of delivering initiatives and projects</p> <p>Experience of managing changing workloads</p> <p>Experience in a similar role</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.