

Job description

Job title	Chief Data Officer
Pay band	12
Location	Bristol
Responsible to	Director of Resources and Finance
Context	<p>The OfS is the statutory regulator for higher education in England. Its aim is to ensure that every student, whatever their background, has a fulfilling experience of higher education that enriches their lives and careers. It does so by regulating the higher education providers on its register to make sure they are delivering high quality courses and positive outcomes for their students; where they are not, it takes action.</p> <p>The higher education sector in England is complex and diverse and the OfS's approach to regulation recognises this. Our current strategy signals a shift from an organisation in a start-up phase to an established regulator that understands its regulatory tools and how best to use them to shape incentives across the sector it regulates. Our regulatory work relies on the expert analysis of complex data. This enables us to understand performance across the sector we regulate, publish engaging information for students and other stakeholders; and take regulatory action where needed.</p>
Responsible for	<p>The aim of the Chief Data Officer is to provide strategic leadership to the Data, Foresight and Analysis (DFA) function currently totalling about 65 employees. This is the most senior role in the DFA function.</p> <p>The role is accountable for the development, implementation and continuous improvement of the OfS's approach to data, ensuring that the OfS's regulation is driven forward by expert and strategic deployment of data and analysis. This includes:</p> <ul style="list-style-type: none"> ensuring that the OfS collects the right data in the right ways and exploits that data to generate maximum regulatory benefit; delivering a step-change in the efficiency and effectiveness of the operating model for the OfS's data and analysis functions through a data transformation programme, transforming the way we collect and analyse data to ensure our work is fit for the future; identifying and implementing approaches that minimise the burden of data collection for higher education providers;

	<ul style="list-style-type: none"> • spearheading the definition and implementation of our data strategy, bringing together expertise in data governance, process digitisation, data insights, data science, data engineering and operations; • leading engagement with the higher education sector, internal and external stakeholders, including the designated data body to maximise the efficiency and effectiveness of our data systems and processes. • Delivering effective and efficient services in governance, process digitisation, and analytics to our regulation and strategy teams, using our CRM platform and analytics software products to share data and insights effectively through the OfS to enable decisions and action. <p>As a member of senior staff, the post holder leads the organisation to develop, implement and deliver its strategy and business plan. The postholder must therefore be, and be seen to be, a credible champion for the OfS's approach to regulation and role model in this respect for staff and with external stakeholders.</p>
--	---

Responsibilities

Define the vision, develop and deliver the data strategy in a new operating model for the OfS

- Develop and execute an ambitious and deliverable data strategy that aligns with the organisation's strategy and business plans, and ultimately benefits students and taxpayers by driving forward the OfS's approach to regulation.
- Lead the design and implementation of new data governance policies and procedures to ensure data integrity, security, and compliance.
- Exploit new approaches to data analysis, driving insight from research and best practice and exploring new ways of sharing data across OfS to enable effective regulation.
- Deliver the internal OfS data transformation programme. This programme will allow us to implement new technology and ways of working to leverage data analytics to optimise our regulation and deliver value.
- Drive the development and implementation of advanced analytics capabilities, leveraging data to generate actionable insights and support evidence-based decision making.
- Lead the development of policies and practices for using data as a corporate asset, implementing improvement in culture and operations.
- Ensure legal and policy requirements are firmly embedded and widely understood by data analysts.

Leading the function's staff and teams to deliver

- Effective leadership is delivered within the function, across the organisation, and in support of other directorates/teams. Staff are led by example, with leaders modelling: the OfS's behaviours and values; flexible, agile and collaborative working, including with staff and teams in other directorates/teams.
- Provide guidance, mentorship and foster a culture of innovation and collaboration as well as supporting the attraction of the best talent and potential in the function.
- The outcomes and objectives in the OfS's business plan are delivered efficiently and effectively in line with organisational priorities.
- Risk to delivery is identified and actively managed with robust mitigation implemented where necessary.
- Resources are aligned with priorities, and workload pressures are accommodated and managed, by working with other leaders in the function.
- The allocation and management of activities for the function's staff and teams is clear and supports delivery of the OfS's functions and strategy.
- Line management arrangements for the function's staff result in clear individual objectives, feedback on performance, and support for development. As a result, staff perform to high standards and underperformance is addressed effectively.
- The director is advised and supported, with the postholder deputising as required.
- Understanding and capability are built across the organisation in the OfS's approach to data.

Continuous improvement of the service provided by the data function

- The function designs and delivers a high quality service for higher education providers and for internal and external stakeholders to enable effective regulation.
- The function collects and uses capability measures, including measures of customer demand, to understand how the service is performing from a customer's perspective and takes action to improve the service.
- The function takes action to remove blockages to service improvement, with the postholder taking action on issues that fall beyond the function's reach, either because they are outside the OfS, or are complex cross-organisational issues within the OfS.

Internal and external communication

- There is proactive authoritative and credible communication about data matters at a senior level in providers and with other stakeholders.
- Our data can be easily accessed, and used effectively in our communications to explain our work.
- The work of the OfS and the function, is effectively communicated in a range of public contexts.
- Engagement with government departments and higher education sector bodies on the OfS's approach to data results in: understanding of the requirements placed on providers; the benefits of this for students; consistent communication of the OfS's approach to regulation.
- Strong and effective partnerships are developed and maintained with internal and external stakeholders. This includes the relationship with the designated data body.

Person specification

Experience, skills and knowledge

- Proven experience of **delivering high quality strategic outcomes** through intellectual credibility and technical capability.
- **Expert technical understanding** of data governance, data science and analysis, data engineering, data quality, and data security best practices. This includes:
 - analytical and problem-solving skills to draw meaningful insights from complex data sets.
 - knowledge of data management technologies and tools, including data lakes, data warehouses, and data visualisation platforms.
 - experience overseeing the implementation of advanced analytics techniques, such as machine learning and predictive modelling.
- Ability to develop sophisticated technical knowledge and understanding of the areas in which the OfS regulates.
- Exceptional **leadership** skills bringing vision and strategic direction to a function of data professionals, providing guidance, mentorship, and fostering a culture of innovation and collaboration.
- Excellent **stakeholder management** skills with experience of working with, and commanding the confidence of, a diverse set of external stakeholders through complex and contentious issues.
- Exceptional **communication skills** with the ability to communicate complex concepts to both technical and non-technical audiences.

- Extensive experience of **identifying, analysing and mitigating data risks** to ensure the continuation of effective data systems and process for data security, data protection and ethics.
- Extensive experience of successfully **managing projects and programmes** within agile and/or waterfall approaches and experience delivering data related change programmes in a complex environment.

Annex A: Staffing structure

