

# Job title: Data Quality Lead

Line manager: Head of Data Quality

Grade (if applicable):

Direct reports: Data Quality Analyst



## Role Purpose:

- Responsible for maintaining and developing a data quality program to ensure the accuracy, completeness and consistency of data across the domain of operation.
- Directly or through the Data Quality Analyst, you will build measures, understand weakness in building operations and data sets, recommend and deliver improvements through ad hoc work as well as wider project delivery.

## Key Activity:

- Deliver a Business Partner approach to Data Quality management within agreed domain, with flexibility to work across all domains as required.
- Engage with stakeholders across the domain, predominantly Data Owners and Data Stewards, to understand business challenges across the scope of operation.
- Embedding Peabody's approach to effective data use and management, ensuring clear alignment with business priorities and the data quality framework of operation.
- Identify and assess data quality issues, root causes, and implement corrective actions.
- Produce a road map to prioritise improvement work within domain, refreshing as you understand the changing priorities with the domain and wider operating environment.
- Communicate the importance of data, data governance and data protection across the Domain, empowering the business function to own and manage their data.
- Work with the data governance team in developing and improving scorecards and measures that provide visibility of data quality.
- Work with business stakeholders, wider data reporting and IT teams to scope and implement a suitable data platform to enable the ambitions of how the new Group will utilise data.
- Manage and support a Data Quality Analyst to improve the understanding of issues and data quality performance across the organisation.
- Analyse qualitative data and business activity relating to data collection and management using recognised research and analysis methods. Recommend and implement improvements to data management and process.
- Use technical skills to produce reports from systems.
- Use and maintain key aspects of the Data Quality Framework governance including the information asset register and data dictionary.
- Chair and facilitate regular meetings with the business including the Data Domain Forums.

## Success Metrics:

- Develop quality assurance systems to empower the business to improve how they manage data and the quality of data held.

- Business functions are empowered to own their own data and have confidence in it.
- Implement quality controls across the scope of the domain, with controls clearly aligned to key business priorities.
- Ensure Peabody has consistent definitions, quality rules and controls to ensure that high data standards are maintained.
- Full understanding of business operations within domain, and the drivers for high quality data.

**About you:**

- A degree (or equivalent) in an area relevant to data quality.
- Experience managing staff in a data focused role at an organisation of similar size and complexity.
- Excellent IT skills including in data analysis tools and software (including SQL, Excel, Power BI).
- Excellent analytic skills.
- Experience analysing qualitative and quantitative data and are comfortable with both.
- Understand the connections between business processes, research methods and data quality.
- Strong interpersonal and communication (written and spoken) skills, able to effectively converse with and influence staff across the business at all levels.
- Experience delivering data related projects alongside ad hoc improvements.
- Analytical mindset with the ability to analyse complex data issues, providing practical solutions.
- Knowledge of housing association operations and key performance indicators (desirable).
- Commitment to delivering excellent outcomes to customers, both internal and external, in line with our values.

**Leadership Responsibilities:**

- Be a confident role model and manager, reflecting the values of the organisation. Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Demonstrate strong leadership skills to help build a diverse and inclusive organisation; ensuring that Equality, Diversity and Inclusion principles are fully embedded in the attraction, recruitment, development and retention of your teams and within the delivery of our services.
- Experience managing and coaching employees to maximise their potential.
- Ensure your team is highly functional in delivering outputs. Provide continual review of performance, engagement and monitoring of your team through connected conversations.
- Manage, support, and motivate team performance setting and maintaining a culture of high performance against targets, objectives and KPI's.
- Responsible for recruitment, connected conversations, identifying training needs and development.
- Empower your teams to develop and grow, leading with trust and showing appreciation.

- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.