



Role Profile



Role Title **Data Quality Lead**

Job family group Strategy and Improvement

Job family/ies Operational Delivery / Strategy and Improvement

Grade G7

Status For internal use

Role Purpose
(250 words max)

HMCTS depends on having good quality data to make appropriate operational decisions and improve understanding of HMCTS's activities. The Data Quality Programme will identify data quality issues in HMCTS data and correct significant issues. The Programme will therefore significantly improve HMCTS's data quality.

The Data Quality Lead is a key management role reporting to the Head of Data Quality in Data Analysis and Insight (DAI). The Data Quality Lead will provide clear direction and focus to lead the delivery of the Data Quality Programme strategy and work programme which will be developed by the Head of Data Quality. They will be responsible for ensuring the strategy and work programme are successfully implemented across all jurisdictions.

The Data Quality Programme will require staff from Data Analysis and Insight, Operations, Services and Digital Technology Services (DTS) to effectively work together to investigate and improve data quality across HMCTS. The Data Quality Lead will be key to enabling this to happen and will be responsible for building strong relationships with key stakeholders across HMCTS to ensure the coordinated smooth delivery of the Data Quality Programme.

This role is essential to improve the accuracy and reliability of HMCTS data across critical data metrics for the full range of known purposes. This is hugely important given HMCTS's increasing organisational reliance on digital platforms and data.

Key Accountabilities (600 words max)

Accountable to the Head of Data Quality for:

Data Quality Reviews

- Developing frameworks that can be used in different services across HMCTS to prioritise data and measure key data quality metrics.
- Regularly reviewing, refining and adapting these frameworks to ensure they remain fit for purpose and reflect changing organisational contexts.
- Presenting these frameworks to staff involved in the Data Quality Programme across different Jurisdictions so they are easily understood and can be efficiently used to assess data quality in each Jurisdiction.
- Leading repeatable data quality reviews across all Jurisdictions in a prioritised and efficient manner through guiding and coordinating activities with teams across HMCTS that will be responsible for various parts of the audit process, including Data, Analysis and Insight, Operational teams, Service teams, and Digital Technology Services.
- Building strong relationships with colleagues from across Services, Operations, DAI and DTS to ensure the smooth delivery of the data quality audits and ongoing maintenance of data quality in each Jurisdiction.
- Regularly reviewing the progress of data quality reviews against plans and reporting any issues with potential solutions to the Head of Data Quality in a timely way.
- Producing high-quality data quality reports and presentations to service boards which synthesise complex data quality issues clearly and succinctly and suggest solutions.
- Chairing regular workshops with service and operational colleague to initiate work, review progress and discuss lessons learned.

Data Quality Improvements

- Building strong relationship with Operational teams and Service teams to lead investigations into any data quality issues identified to determine drivers – whether human error, system design or data pipeline build, and identify corrective actions that could be taken to address data quality issues.
- Communicating this work to Service Boards and the Data Quality Steering Group in succinct and easily understandable ways and working with Service Boards and the Data Quality Steering Group to prioritise data quality improvements. Incorporating these improvements into the Data Quality Work Programme moving forwards.
- Identifying training needs within HMCTS to address data quality issues identified through the Data Quality Programme and report these to Head of Data Quality.

Supporting the Data Quality Team

- Managing staff in line with HMCTS management policies.
- Make suggestions and justify these suggestions to the Head of Data Quality to improve the Data Quality Strategy and Work Programme.
- Managing the implementation of processes to maintain ongoing data quality improvements across the organisation over time following the conclusion of the Data Quality Programme.
- Supporting the Head of Data Quality to ensure the Data Quality team is a high performing team. This will include supporting team members to manage their wellbeing and suggesting areas where the team's systems and processes could be improved to ensure the team is delivering an efficient and effective Programme.
- Communicating the work of the Data Quality team to internal and external audiences to ensure the work is visible and understood.
- Perform any other duties to support business needs in line with this grade.

Knowledge, Skills and Experience (500 words max)

- Knowledge of potential data quality issues and the impacts they have.
- Ability to see the big picture and use this to engage with stakeholders confidently and proactively to mutually agree solutions that manage competing priorities.
- Ability to influence HMCTS colleagues from across different boundaries to recognise the importance of this work and subsequently take action to support shared outcomes.
- Excellent oral and written communication skills with the ability to clearly communicate complex processes to those working with you on the Data Quality Programme and concisely present issues to the Head of Data Quality, Service Boards and Data Quality Steering Group.
- Ability to provide valuable input into work programmes by assessing progress, reporting progress, suggesting fully justified changes to plans and challenging existing plans.
- Ability to provide clear direction to staff, including staff outside your immediate reporting change, to ensure staff deliver complex outcomes on time and to specification.
- Experience of briefing and reporting, highlighting complex issues succinctly, reporting progress, ensuring alignment with strategic vision and presenting areas for improvements and suggested course of actions.
- Experience of making effective decisions to move work forwards in a fast-paced way and deliver impactful outcomes. Experience of capturing those outcomes and making them visible across an organisation
- Experience delivering to tight timescales and adapting to changing circumstances, managing competing priorities and ensuring delivery of quality products and advice.
- Experience of working with colleagues across boundaries and functions, to secure support and commitments to action from colleagues outside formal management hierarchy
- Knowledge and understanding of the nature of working with large administrative datasets in a Government department.

Problem Solving and Decision Making (300 words max)

The role holder will

- Lead work to solve the problem of how to prioritise data by developing a framework that can assess the importance of different datasets and consistently apply this framework across Jurisdictions to prioritise datasets to quality review.
- Lead work to solve the problem of how to assess data quality across HMCTS by developing a Data Quality framework that assess data quality.
- Regularly review these frameworks and make decisions about changes to the framework given changing contexts to ensure they remain fit for purpose.
- Work with colleagues from operations and services to make decisions about how to consistently apply these frameworks to assess the quality of data across HMCTS
- Coordinate work amongst Services, Operations, DTS and HQ staff to problem solve and develop approaches to rectify data quality issues to ensure a decline in data quality issues moving forwards.
- Lead the production of data quality reports which present data quality issues and potential solutions for data any data quality problems.
- Support problem-solving to respond to emergent data quality risks and issues, ensuring an appropriate and proportionate response and actions are efficiently put in place to manage these risks.
- Be an active contributor to the wider Data, Analysis and Insight leadership team, identifying and taking forward opportunities to improve culture, ways of working, cross-cutting efficiency etc.

Management of Resources (250 words max)

Reporting to the Head of Data Quality and the Deputy Director of Data Analysis and Insight (as budget holder) the post-holders will be responsible for managing Data Quality Programme Managers (SEOs) within the Data Quality Team. Management is expected to be on a hybrid basis in line with team member base locations and flexible working arrangements. As the Data Quality Programme involves collaboration across services, operations, DTS and DAI the postholders will provide guidance and support to colleagues from across these areas to achieve shared objectives. The post-holders will have responsibility for providing clear direction to their staff and supporting their staff to deliver outcomes. They will be accountable for regularly engaging with their staff and using their staff in an effective way which adds significant value to the Data Quality Programme. The post-holder will regularly review how their staff are being used to ensure the team adapts to changing wider contexts. The role holder will be responsible for ensuring their staff have the training and skills to do what is asked of them and will provide regular feedback on staff performance to help ensure their staff are high-performing, motivated and can develop their careers.

Autonomy (250 words max)

As a leader in the Data Quality Team, the role holder will operate in a fast paced and rapidly changing environment with autonomy to assess and respond to emerging risks and issues. They are expected to take independent action and exercise judgement in determining and agreeing the priorities and requirements to deliver the Data Quality Programme. The individual will manage the implementation of the Data Quality Programme in the Jurisdictions that they are given responsibility for in ways which are consistent with the Data Quality Strategy and Work Programme which will be developed by the Head of Data Quality. They will be encouraged to think innovatively and adopt flexible approaches to deal with different circumstances in different Jurisdictions when delivering the strategy and work programme. The role holders will have a detailed understanding of the Data Quality Programme and will provide independent guidance on the Programme to staff from at all levels across HMCTS. They will be expected to assess the situation and escalate appropriate issues to the Head of Data Quality. Escalations will need to be made quickly. The post-holders will be expected to suggest and justify solutions to any issues.

Key Relationships and Contacts (300 words max)

The postholder will be a visible member of the Data Quality management team and will build relationships with a network of partners and colleagues across HMCTS at various grades. The role holder will provide guidance and direction to influence thinking and guide Data Quality work from:

- HMCTS Service Owners and their teams
- HMCTS DAI Data Engineers
- HMCTS Digital & Technology Services
- HMCTS Reporting and Analysis
- HMCTS Data Governance and PMO
- HMCTS Data Access
- HMCTS Operations HQ

The postholder will regularly engage with the Service Boards that are responsible for the Jurisdictions where they have led the implementation of the Data Quality Programme and the Data Quality Steering Group which provides advice on the direction of the Programme. This will involve reporting progress, influencing thinking on future actions and agreeing the prioritisation of future actions with Service Boards.