



Role Profile



Role Title **Data Quality Project Manager (2 positions)**

Job family group Strategy and Improvement

Job family/ies Governance, Policy and Strategy

Grade SEO

Status For internal use

Role Purpose Provide programme management support to a team conducting data quality reviews across all HMCTS services.
(250 words max)

Key Accountabilities (600 words max)

Ensure appropriate project management of the HMCTS Data Quality Programme :

- Create and document plans for the Data Quality Programme to support successful implementation of project aims.
- Manage and change plans when necessary to ensure they remain relevant when circumstances change.
- Periodically undertake stakeholder mapping exercises as the programme progresses through different areas of the organisation.
- Regularly monitor progress against plans to help ensure the programme progresses and communicate this to the wider team and key stakeholders.
- Support the team in the regular undertaking of lessons learned exercises as the audit programme progresses to ensure best practice is identified and integrated into ways of working.
- Help identify and escalate issues that may impede the successful delivery of key programme outputs on time and to budget.
- Work with the team to identify where potential corrective actions may need to take place to ensure the programme continues to progress.

Manage stakeholders to ensure good communication and feed in to project management milestones :

- Collaborate with others to ensure plans are workable for key stakeholders while delivering required outcomes for the organisation.
- Develop processes and deliver a high-quality service to keep stakeholders abreast of project developments and ensure stakeholders can report on progress against plans.
- Support team leaders in communicating plans and progress to a range of stakeholders in clear and concise ways using a range of communication techniques.
- Build relationships with colleagues across the office to build an understanding of key stakeholders across HMCTS services and any changes in position.

Secretariat meetings held by the Data Quality team with key stakeholders:

- Organise and document meetings with key stakeholders to ensure appropriate topics are discussed in a timely manner, actions are recorded and progress in implementing these actions is documented.
- Ensure key meetings are scheduled well in advance, with papers circulated to attendees at least 1 week in advance.
- Manage team resources (e.g. slide decks, plan on a page) to ensure that these are up-to-date and appropriate for the services currently under review.

Manage the Data Quality inbox and digital presence:

- Act as the first point of contact for colleagues seeking further information about the Data Quality programme, escalating issues to relevant members of the wider team to take forward.
- Manage the Data Quality inbox to ensure it provides an audit trail of key feedback, communications, and decision-points, which are recorded and stored appropriately for future reference.
- Keep the wider team informed of traffic received into the mailbox, identifying any trends in feedback or issues.
- Seek opportunities for the communication of Data Quality programme work across various internal HMCTS channels.
- Manage internal digital comms so that the programme is visible to key HMCTS stakeholders.
- Support the team in identifying and feeding into external communications so that the programme is visible beyond HMCTS, as required.

Knowledge, Skills and Experience (500 words max)

Knowledge (desirable)

- Experience developing and implementing data policies across an organisation.
- Knowledge and understanding of the Courts and Tribunals Service.

Skills

- Strong communication skills and an ability to influence stakeholders to recognise the importance of your work and subsequently take action to support shared outcomes.
- Good organisational skills with the ability to develop and manage own project management resources which are clear and useable to a wide range of stakeholders.
- Strong written communication skills to produce clear and succinct reports to different audiences, with the ability to understand the views, perspectives and needs of stakeholders to inform the development and delivery of programme materials.
- Ability to work both independently and as part of a team, managing own time and priorities as required.

Experience

- Project management within a data-related programme: experience of successfully applying a range of programme management principles and techniques to complex data programmes to deliver successful outcomes at pace.
- Stakeholder management: understanding the views, perspectives and needs of stakeholders and working with the wider team to ensure that this is reflected in project plans and resources.
- Experience of understanding and synthesising complex information and communicating progress and issues to lay people, preferably in the data field.

- Provision of a high-quality secretariat service to senior level meetings that enables the efficient undertaking of key meetings which move the programme on at pace, with all parties clear on their required inputs and meeting outcomes.

Problem Solving and Decision Making (300 words max)

- The post holders will coordinate the creation of clear project plans for data quality audits, which set out milestones and deliverables which can be adaptable if required as the programme progresses. They will be responsible for identify the likelihood of key milestones being met and decide when and how to escalate this to key stakeholder to maximise impact and ensure resolution.
- The post-holders will be responsible for ensuring that the project functions with effective governance structures that are clear and provide appropriate oversight. They will be responsible for ensuring that key information relating to the programme and its progress is visible to the appropriate stakeholders in a clear and accessible way.

Management of Resources (250 words max)

No line management responsibilities are attached to this position.

Autonomy (250 words max)

- The post-holders are expected to develop key project management and governance documents, plans, and processes in-line with best practice project management techniques. However, the individual will have autonomy to develop these documents as they see appropriate and be flexible in amending these if required to maximise impact.
- The post-holders will be required to ensure the Data Quality Programme is visible internally through identifying ongoing engagement channels for different stakeholder groups across HCMTS. With support from the wider team, the individual will feed into the messages delivered through these forums, which will need to be in the format required by the organisation.
- The post-holders will independently manage the Data Quality mailbox, and be responsible for escalating issues as they see fit based on a set of agreed criteria with their Grade 7 line manager and Grade 6 Head of team.
- Day to day work is not checked but work with significant risk or exposure would need review or sign off at Grade 7 level. These could be varied depending on the situation. The post-holder is expected to appraise situations and escalate accordingly.

Key Relationships and Contacts (300 words max)

The role holder will be expected to build relationships with other areas of HMCTS that the wider team is working with. They will be expected to have key contacts as a working level, as well as be comfortable communicating with senior colleagues from these areas to deliver project management and secretariat aspects to the role. In most cases, the aim of these communications will be to organise meetings/workshops, seek input into project plans, obtain status updates on key project milestones, and provide widespread coms updates on progress within the Data Quality Programme.

- HMCTS Data Management and Engineering
- HMCTS Reporting and Analytics
- HMCTS Data Governance and Data PMO
- HMCTS Data Access Team
- HMCTS Service Owners and their teams
- HMCTS Operations HQ
- HMCTS Digital & Technology Services