

Job/Position Description: **Data Team Lead**

for Shropshire Fire and Rescue (IT Services)

General Requirements

Job/Position Description Description Profile	
Attribute	Description
Default Language	English
FTE count for this job/role	1.0
Creation Date	Feb 11, 2026
Version Number	2
Prepared By	
Job or Role	Job/Position Description
Job/Role Refence	datateamlead
Seniority	Line Manager
Reporting to	Head of Digital and Data
Employment Status	Permanent Full-time
Department or Function	IT
Location	Shrewsbury HQ
Purpose and Scope	<p>The Data Team Lead will play a key role within the Digital and Data function, managing and developing SFRS's data capability to ensure high quality insights, robust governance, and effective data-driven decision making across the organisation.</p> <p>This role is responsible for overseeing the delivery of reporting and analytical products, maintaining data quality and data governance frameworks, and ensuring that SFRS aligns to national standards including the NFCC Data Management Fire Standard. The Data Team Lead will manage the Service's data team, fostering a high performing, collaborative and innovative culture.</p> <p>The post holder will work across departments to understand organisational needs, develop reporting solutions, and ensure the effective use of data to support the CRMP, corporate performance, community safety, operational response, and strategic planning.</p>
Key Accountabilities	<p>Leadership and Team Management</p> <ul style="list-style-type: none"> - Lead, manage, and develop a team of data analysts, ensuring capability, performance, and wellbeing. - Provide direction on analytical priorities, balancing operational, strategic and statutory reporting needs. - Promote a culture of continuous improvement, innovation and professional development. - Support the Head of Digital and Data in embedding high standards of governance, ethics, and data quality across the organisation. <p>Data Governance & Quality Management</p> <ul style="list-style-type: none"> - Implement and maintain data governance practices in line with NFCC standards and legislation. - Monitor data quality, establishing controls to ensure accuracy, consistency, and reliability of key datasets. - Support organisational compliance with GDPR, Data Protection Act, Information Security policies, and ethical data usage. <p>Data Reporting & Visualisation</p> <ul style="list-style-type: none"> - Oversee the development of dashboards, reports, and performance frameworks using tools such as Power BI. - Ensure that data visualisation outputs are accessible, user centred, and aligned to corporate reporting requirements.

	<ul style="list-style-type: none"> - Engage with service areas to continuously improve reporting and analytical services. <p>Technology, Tools & Data Platforms</p> <ul style="list-style-type: none"> - Maintain awareness of emerging data technologies and advise on their relevance to SFRS. - Lead the adoption, configuration, and optimisation of data analytics tools, data warehouse environments, and reporting platforms. - Contribute to the development of SFRS's data architecture and long term data capability. <p>Organisational and Sector-wide Responsibilities</p> <ul style="list-style-type: none"> - Uphold and promote the NFCC Core Code of Ethics and SFRS Values. - Support compliance with Health & Safety, Equality, Safeguarding, Information Security and Business Continuity policies. - Contribute to sector-wide initiatives, national data standards, and collaborative work with partners where required.
Key Processes	<p>Data Analysis & Insight</p> <ul style="list-style-type: none"> - Oversee the delivery of high quality analysis, dashboards, and insight products that inform evidence-based decision making. - Ensure that analytical work applies appropriate statistical, quantitative and qualitative methods. - Work with stakeholders to translate business needs into analytical outputs with meaningful narrative and value. <p>Project & Workload Management</p> <ul style="list-style-type: none"> - Working within an agile framework, plan and manage data projects and activities, ensuring scope, timelines and quality standards are met. - Lead sprint planning sessions. - Identify risks and dependencies, implementing mitigation where required. - Ensure alignment between data project outputs and organisational objectives including the CRMP, Service Plan, and the digital and data roadmap.
Education Requirements	<p>Degree in a relevant field (Essential)</p> <p>Commitment to continuous professional development (Essential)</p>
Qualification Requirements	<p>Proven experience in a data analysis or data management role (Essential)</p> <p>Experience with Power BI (Essential)</p> <p>Proficiency in analytical tools and programming languages (e.g., SQL, Python, R) (Desirable)</p> <p>Experience with data warehousing technologies (e.g., Azure) (Desirable)</p> <p>Knowledge or experience of fire sector, emergency services or similar public sector environment (Desirable)</p>
Other Requirements	<p>Excellent analytical and problem solving skills</p> <p>Strong communication and interpersonal abilities</p> <p>Ability to work collaboratively and manage stakeholder expectations</p> <p>Understanding of data governance, GDPR and data quality principles</p>
Customer Reference	datateamlead

Generic Attribute Requirements

SFIA has been used in this Job/Position Description in 2 ways:

To identify the level of responsibility required to perform this Job/Position Description. This is done by looking at 5 key generic attributes - Autonomy, Influence, Complexity, Business Skills and Knowledge.

To identify the skills and levels required or desirable to perform this Job/Position Description

7	set strategy, inspire, mobilise
6	initiate/influence
5	ensure/advise
4	enable
3	apply
2	assist
1	follow

SFIA provide 7-level structure for both the level of responsibility AND professional skills, with some guiding words that act as a brief indicator, as shown in the table.

Based on the answers provided the Data Team Lead Job/Position Description has been assessed as requiring the following minimum generic levels of responsibility (LoR):

Generic LoR Name	Level Description	Guiding Words	No.
Autonomy	<ul style="list-style-type: none"> * Works under broad direction. * Work is self-initiated, consistent with agreed operational and budgetary requirements for meeting allocated technical and/or group objectives. * Defines tasks and delegates work to teams and individuals within area of responsibility. 	Ensure, advise	5
Influence	<ul style="list-style-type: none"> * Influences critical decisions in their domain. * Has operational level contact impacting execution and implementation with internal colleagues and external contacts. * Has significant influence over the allocation and management of resources required to deliver projects. 	Ensure, advise	5
Complexity	<ul style="list-style-type: none"> * Performs an extensive range of complex technical and/or professional work activities, requiring the application of fundamental principles in a range of unpredictable contexts. 	Ensure, advise	5
Knowledge	<ul style="list-style-type: none"> * Applies knowledge to interpret complex situations and offer authoritative advice. * Applies in-depth expertise in specific fields, with a broader understanding across industry/business. 	Ensure, advise	5
Collaboration	<ul style="list-style-type: none"> * Facilitates collaboration between stakeholders who have diverse objectives. * Ensures collaborative ways of working throughout all stages of work to meet user/customer needs. * Builds effective relationships across the organisation and with customers, suppliers and partners. 	Ensure, advise	5
Communication	<ul style="list-style-type: none"> * Communicates clearly with impact, articulating complex information and ideas to broad audiences with different viewpoints. * Leads and encourages conversations to share ideas and build consensus on actions to be taken. 	Ensure, advise	5
Improvement mindset	<ul style="list-style-type: none"> * Identifies and evaluates potential improvements to products, practices, or services. * Leads implementation of enhancements within own area of responsibility. * Assesses effectiveness of implemented changes. 	Ensure, advise	5
Creativity	<ul style="list-style-type: none"> * Applies, facilitates and develops creative thinking concepts and finds alternative ways to approach team outcomes. 	Enable	4
Decision making	<ul style="list-style-type: none"> * Uses judgement to make informed decisions on actions to achieve organisational outcomes such as meeting targets, deadlines, and budget. * Raises issues when objectives are at risk. 	Ensure, advise	5
Digital mindset	<ul style="list-style-type: none"> * Recognises and evaluates the organisational impact of new technologies and digital services. * Implements new and effective practices. 	Ensure, advise	5

	* Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.		
Leadership	* Leads, supports or guides team members. * Develops solutions for complex work activities related to assignments. * Demonstrates an understanding of risk factors in their work. * Contributes specialist expertise to requirements definition in support of proposals.	Enable	4
Learning and development	* Rapidly absorbs and critically assesses new information and applies it effectively. * Maintains an understanding of emerging practices and their application and takes responsibility for driving own and team members' development opportunities.	Enable	4
Planning	* Analyses, designs, plans, establishes milestones, and executes and evaluates work to time, cost and quality targets.	Ensure, advise	5
Problem solving	* Investigates complex issues to identify the root causes and impacts, assesses a range of solutions, and makes informed decisions on the best course of action, often in collaboration with other experts.	Ensure, advise	5
Adaptability	* Enables others to adapt and change in response to challenges and changes in the work environment.	Enable	4
Security, privacy and ethics	* Adapts and applies applicable standards, recognising their importance in achieving team outcomes.	Enable	4

Job/Position Description: Data Team Lead

Professional Skill Requirements

SFIA8 describes 121 professional skills, each at several of the 7-levels. The skills below have been selected as most relevant for performance of the Data Team Lead Job/Position Description. These are shown below, along with an indication of whether they are required or merely desirable.

LEGEND

R = The skill at this level is **Required**

D = The skill at this level is **Desired**

Job/Position Description SFIA Skills Profile

Category	Sub Category	Skill	Code	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
Strategy and architecture	Strategy and planning	Strategic planning	ITSP					R		
Strategy and architecture	Strategy and planning	Information systems coordination	ISCO						D	
Strategy and architecture	Strategy and planning	Information management	IRMG				R	D		
Strategy and architecture	Strategy and planning	Enterprise and business architecture	STPL					D		
Strategy and architecture	Strategy and planning	Solution architecture	ARCH				R	R		
Strategy and architecture	Strategy and planning	Emerging technology monitoring	EMRG				R			
Strategy and architecture	Advice and guidance	Consultancy	CNSL				D			
Strategy and architecture	Advice and guidance	Specialist advice	TECH				R	D		
Strategy and architecture	Advice and guidance	Methods and tools	METL			R	R			
Change and transformation	Change planning	Organisational change enablement	OCEN				R			
Development and implementation	Systems development	Product management	PROD			D	D	D		
Development and implementation	Systems development	Systems development management	DLMG				R	D		
Development and implementation	Systems development	Systems design	DESN			R	R			
Development and implementation	Systems development	Functional testing	TEST	R	R	R	R			
Development and implementation	Data and analytics	Data management	DATM				R	R		
Development and implementation	Data and analytics	Data modelling and design	DTAN		R	R	R	R		
Development and implementation	Data and analytics	Database design	DBDS			R	R	R		
Development and implementation	Data and analytics	Data analytics	DAAN					R		
Development and implementation	Data and analytics	Data science	DATS					R		
Development and implementation	Data and analytics	Machine learning	MLNG				R			
Development and implementation	Data and analytics	Business intelligence	BINT		R	R	R			
Development and implementation	Data and analytics	Data engineering	DENG					R		
Development and implementation	Data and analytics	Data visualisation	VISL			R	R	D		
Development and implementation	User centred design	User experience design	HCEV			D	D			
Delivery and operation	Technology management	Configuration management	CFMG		R	R	R	R		
Delivery and operation	Service management	Change control	CHMG		R	R	R			

Delivery and operation	Data and records operations	Database administration	DBAD		R	R				
People and skills	People management	Performance management	PEMT				R			
People and skills	People management	Employee experience	EEXP				R			
People and skills	People management	Resourcing	RESC				R			
Relationships and engagement	Stakeholder management	Stakeholder relationship management	RLMT				R			
Relationships and engagement	Stakeholder management	Customer service support	CSMG			D				

Job/Position Description Skill Attributes (if any)

The table below contains a list of required Skill Attributes for this Job/Position Description as they relate to SFIA skills.

Skill	Code	Attributes
Methods and tools	METL	Agile
Methods and tools	METL	Scrum
Product management	PROD	Agile
Systems development management	DLMG	Agile
Systems development management	DLMG	Scrum
Business intelligence	BINT	SQL
Business intelligence	BINT	SSIS
Business intelligence	BINT	SSRS
Business intelligence	BINT	Power BI
Data visualisation	VISL	Power BI

Additional Framework Requirements (if any)

Category	Competency	Level	Description
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The level descriptions shown below are those identified as required or desirable for this Job/Position Description.

Strategic planning (ITSP)

Overall description - Creating and maintaining organisational-level strategies to align overall business plans, actions and resources with high-level business objectives.

Level	Level Description
5 (Required)	Collates information and creates reports and insights to support strategy management processes. Ensures all stakeholders are aware of the strategic management approach and timetables. Provides support and guidance to help stakeholders adhere to the approach. Develops and communicates plans to drive forward the strategy and related change planning. Contributes to the development of policies, standards and guidelines for strategy development and planning.

Information systems coordination (ISCO)

Overall description - Coordinating information and technology strategies where the adoption of a common approach would benefit the organisation.

Level	Level Description
6 (Desirable)	Maintains awareness of the global needs of the organisation. Promotes the benefits that a common approach to technology deployment will bring to the entire organisation. Coordinates and collaborates with others on the promotion, acquisition, development and implementation of information systems and services.

Information management (IRMG)

Overall description - Enabling the effective management and use of information assets.

Level	Level Description
4 (Required)	Enables the organisation to organise, control and discover information assets. Supports the organisation to identify, catalogue and categorise information types and information repositories in line with information management strategies and practices. Enables users to find information through appropriate use of metadata and search tools. Provides advice and guidance to enable good information management practices to be adopted across the organisation.
5 (Desirable)	Ensures implementation of information and records management policies and standard practice. Communicates the benefits and value of information management. Plans effective information storage, sharing and publishing within the organisation. Develops organisational taxonomy for information assets. Provides expert advice and guidance to enable the organisation to get maximum value from its information assets. Assesses issues that might prevent the organisation from making maximum use of its information assets. Contributes to the development of policy, standards and procedures for compliance with relevant legislation.

Enterprise and business architecture (STPL)

Overall description - Aligning an organisation's technology strategy with its business mission, strategy and processes and documenting this using architectural models.

Level	Level Description
5 (Desirable)	Develops models and plans to drive the execution of the business strategy, taking advantage of opportunities to improve business performance. Contributes to creating and reviewing a systems capability strategy which meets the business's strategic requirements. Creates and maintains roadmaps to guide the execution of business strategy and capability improvements. Determines requirements and specifies effective business processes, through improvements in technology, information or data practices, organisation, roles, procedures and equipment.

Solution architecture (ARCH)

Overall description - Developing and communicating a multi-dimensional solution architecture to deliver agreed business outcomes.

Level	Level Description
4 (Required)	<p>Contributes to the development of solution architectures in specific business, infrastructure or functional areas.</p> <p>Identifies and evaluates alternative architectures and the trade-offs in cost, performance and scalability.</p> <p>Determines and documents architecturally significant decisions.</p> <p>Produces specifications of cloud-based or on-premises components, tiers and interfaces, for translation into detailed designs using selected services and products.</p> <p>Supports projects or change initiatives through the preparation of technical plans and application of design principles.</p> <p>Aligns solutions with enterprise and solution architecture standards (including security).</p>
5 (Required)	<p>Leads the development of solution architectures in specific business, infrastructure or functional areas.</p> <p>Leads the preparation of technical plans and ensures appropriate technical resources are made available.</p> <p>Ensures appropriate tools and methods are available, understood and employed in architecture development.</p> <p>Provides technical guidance and governance on solution development and integration.</p> <p>Evaluates requests for changes and deviations from specifications and recommends actions.</p> <p>Ensures relevant technical strategies, policies, standards and practices (including security and cost management) are applied correctly.</p>

Emerging technology monitoring (EMRG)

Overall description - Identifying and assessing new and emerging technologies, products, services, methods and techniques.

Level	Level Description
4 (Required)	<p>Supports monitoring of the external environment and assessment of emerging technologies.</p> <p>Contributes to the creation of reports, technology roadmapping and the sharing of knowledge and insights.</p>

Consultancy (CNSL)

Overall description - Providing advice and recommendations, based on expertise and experience, to address client needs.

Level	Level Description
4 (Desirable)	<p>Takes responsibility for specific elements of a consulting engagement within a defined scope.</p> <p>Collaborates with clients as part of formal or informal consultancy engagements.</p> <p>Understands client requirements by collecting data and delivering analysis.</p> <p>Ensures proposed solutions are correctly understood and effectively applied.</p> <p>Supports the broader consultancy engagement by contributing insights and assisting with problem-solving, always within the established boundaries of responsibility.</p>

Specialist advice (TECH)

Overall description - Providing authoritative, professional advice and direction in a specialist area.

Level	Level Description
4 (Required)	<p>Provides detailed and specific advice to support the organisation's planning and operations, typically related to the immediate area of responsibility.</p> <p>Actively maintains recognised expert level knowledge in one or more identifiable specialisms.</p> <p>Recognises and identifies the boundaries of their own specialist knowledge.</p> <p>Where appropriate, collaborates with other specialists to ensure advice given is professionally sound and appropriate to the organisation's needs.</p>
5 (Desirable)	<p>Provides professional advice that informs operational leadership and influences the translation of strategy into operations in their specialist area.</p> <p>Oversees the provision of specialist advice by others.</p> <p>Consolidates expertise from multiple sources, including third-party experts, to provide coherent and professionally sound advice to further organisational objectives.</p> <p>Supports and promotes the development and sharing of specialist knowledge within the</p>

organisation.

Methods and tools (METL)

Overall description - Leads the adoption, management and optimisation of methods and tools, ensuring effective use and alignment with organisational objectives.

Level	Level Description
3 (Required)	Provides support on the use of existing methods and tools. Configures and maintains methods and tools within a known context. Creates and updates the documentation of methods and tools. Identifies and resolves basic issues related to tool usage.
4 (Required)	Engages with stakeholders to understand requirements and recommends appropriate solutions. Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards. Tailors processes to meet specific needs while ensuring they align with established standards and are informed by evaluations of methods and tools. Reviews and improves usage and application of methods and tools.

Organisational change enablement (OCEN)

Overall description - Facilitates cultural and behavioural change by enabling individuals and teams to embed new ways of working and adapt to changes.

Level	Level Description
4 (Required)	Supports teams in adopting new practices, providing ongoing resources and guidance. Facilitates a safe environment for exploring challenges related to change. Assists with engagement sessions to secure leadership commitment, focusing on the behavioural aspects of change. Addresses issues that arise during implementation, ensuring minimal disruption.

Product management (PROD)

Overall description - Managing and developing products or services throughout their full lifecycle, from inception through growth, maturity, and decline, to retirement.

Level	Level Description
3 (Desirable)	Creates and curates various content to support the adoption and usage of products or services. Monitors results and feedback from product campaigns. Applies standard techniques and tools to carry out analysis and performance monitoring activities for specified products. Supports problem resolution, resolves issues and acts on feedback for products in use.
4 (Desirable)	Manages one or more lower-value products or services. Prioritises product requirements and develops product roadmaps. Owns the product backlog. Manages elements of the product lifecycle to meet customer/user needs and achieve financial or other targets. Uses insights from market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities. Facilitates uptake of products by developing content, supporting and evaluating campaigns and monitoring product performance. Rolls out product trials and product launches.
5 (Desirable)	Manages the full product lifecycle to meet customer/user needs and achieve targets. Selects and adapts appropriate product development methods, tools and techniques. Uses insights from market and/or user research, feedback and usage data to understand needs and opportunities. Develops product propositions and determines positioning and variants for different segments. Prioritises requirements and develops product roadmaps. Coordinates customer testing, product launches and supports communications and training. Adapts products based on changing customer/user needs and creates retirement and transition plans.

Systems development management (DLMG)

Overall description - Planning, estimating and executing systems development work to time, budget and quality targets.

Level	Level Description
4 (Required)	<p>Contributes to the planning and management of systems development work.</p> <p>Adopts and applies appropriate systems development methods, tools and techniques in line with agreed standards.</p> <p>Engages with stakeholders to ensure systems development deliverables meet requirements and quality expectations.</p> <p>Manages risks and issues related to systems development activities, escalating as needed.</p> <p>Contributes to the continuous improvement of systems development processes and practices.</p>
5 (Desirable)	<p>Plans and drives systems development work to deliver the organisation's objectives and plans.</p> <p>Selects, adopts and adapts appropriate systems development methods, tools and techniques.</p> <p>Ensures stakeholders are aware of required resources and that they are made available.</p> <p>Facilitates availability and optimum utilisation of resources.</p> <p>Monitors and reports on the progress of development projects.</p> <p>Ensures projects are carried out in accordance with agreed architectures, standards, methods and tools and addresses security and privacy requirements.</p> <p>Develops roadmaps to communicate future development activity.</p>

Systems design (DESN)

Overall description - Designing systems to meet specified requirements and agreed systems architectures.

Level	Level Description
3 (Required)	<p>Follows standard approaches and established design patterns to create new designs for simple systems or system components.</p> <p>Identifies and resolves minor design issues.</p> <p>Identifies alternative design options and seeks guidance when deviating from established design patterns.</p>
4 (Required)	<p>Designs system components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology.</p> <p>Identifies and evaluates alternative design options and trade-offs.</p> <p>Creates multiple design views to address the concerns of the different stakeholders and to handle functional and non-functional requirements.</p> <p>Models, simulates or prototypes the behaviour of proposed system components to enable approval by stakeholders.</p> <p>Produces detailed design specifications to form the basis for the construction of systems.</p> <p>Reviews, verifies and improves own designs against specifications.</p>

Functional testing (TEST)

Overall description - Assessing specified or unspecified functional requirements and characteristics of products, systems and services through investigation and testing.

Level	Level Description
1 (Required)	<p>Executes given manual functional test scripts under supervision to verify basic software capabilities.</p> <p>Configures test environments, uses basic automated tools for functionality verification, records results and reports issues.</p>
2 (Required)	<p>Assists in designing functional test cases and creating test scripts.</p> <p>Supports the preparation of test data for functional testing under supervision.</p> <p>Configures test environments to reflect realistic use cases.</p> <p>Executes and records manual and automated functional tests, analysing results and reporting on findings, issues and risks.</p>
3 (Required)	<p>Designs detailed functional test cases and scripts, covering various scenarios and boundary values.</p> <p>Actively participates in requirement and design reviews, refining test plans based on insights gained.</p> <p>Undertakes structured exploratory testing to investigate and verify functionality.</p> <p>Prepares test data, configures environments and automates repeatable tests.</p> <p>Executes tests, logs defects with detailed information and analyses results to assess system functionality.</p>

4 (Required)	<p>Selects appropriate functional testing approaches, considering risk, criticality and complexity.</p> <p>Develops, automates and executes comprehensive test plans and cases.</p> <p>Configures environments to mirror real-world usage, collaborates with stakeholders to refine requirements and manages scalable automated testing frameworks.</p> <p>Identifies and mitigates risks during testing, provides detailed analysis and reports on functional test activities and results, including work done by others.</p>
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Data management (DATM)

Overall description - Developing and implementing plans, policies and practices that control, protect and optimise the value and governance of data assets.

Level	Level Description
4 (Required)	<p>Devises and implements data governance and master data management processes for specific subsets of data.</p> <p>Assesses the integrity of data from multiple sources.</p> <p>Advises on transformation of data between formats or media.</p> <p>Maintains and implements data handling procedures.</p> <p>Enables data availability, integrity and searchability through formal data and metadata structures and protection measures.</p>
5 (Required)	<p>Devises and implements data governance and master data management processes.</p> <p>Derives data management structures and metadata to support consistent data retrieval, integration, analysis, pattern recognition and interpretation across the organisation.</p> <p>Independently validates external information from multiple sources.</p> <p>Plans effective data storage, sharing and publishing practices within the organisation.</p> <p>Identifies and addresses issues preventing optimal use of information assets.</p> <p>Provides expert advice to maximise data asset value, ensuring data quality and compliance.</p>

Data modelling and design (DTAN)

Overall description - Developing models and diagrams to represent, communicate and manage data requirements and data assets.

Level	Level Description
2 (Required)	<p>Establishes, modifies or maintains simple data structures and associated components.</p> <p>Uses specific data modelling and design techniques under guidance.</p>
3 (Required)	<p>Applies standard data modelling and design techniques based upon a detailed understanding of organisational requirements.</p> <p>Establishes, modifies and maintains data structures and associated components.</p> <p>Communicates and explain the details of data structures and components to others.</p>
4 (Required)	<p>Investigates enterprise data requirements where there is some complexity and ambiguity.</p> <p>Plans data modelling and design activities, selecting appropriate techniques and levels of detail to meet objectives.</p> <p>Provides advice and guidance to others using the data structures and associated components.</p>
5 (Required)	<p>Sets standards for data modelling and design tools and techniques, advises on their application and ensures compliance.</p> <p>Manages the investigation of enterprise data requirements based on a detailed understanding of information requirements.</p> <p>Coordinates the application of analysis, design and modelling techniques to establish, modify or maintain data structures and their associated components.</p> <p>Manages the iteration, review and maintenance of data requirements and data models.</p>

Database design (DBDS)

Overall description - Specifying, designing and maintaining mechanisms for storing and accessing data across various environments and platforms.

Level	Level Description
3 (Required)	<p>Interprets installation standards to meet project needs and produces database or data warehouse component specifications.</p> <p>Develops physical database or data warehouse design elements, within set policies, to meet data requirements.</p>
4 (Required)	<p>Implements physical database designs to support transactional data requirements for performance and availability.</p> <p>Develops and maintains specialist knowledge of database and data warehouse concepts,</p>

	design principles, architectures, software and facilities. Assesses proposed changes to object/data structures and evaluates alternative options. Implements data warehouse designs that support business intelligence and data analytics.
5 (Required)	Provides specialist expertise in the design characteristics of database management systems or data warehouse products/services. Provides expert guidance in the selection, provision and use of database and data warehouse architectures, software and facilities. Ensures design policies optimise transactional data systems for performance and availability while meeting the needs of business intelligence and analytics platforms.

Data analytics (DAAN)

Overall description - Enabling data-driven decision making by extracting, analysing and communicating insights from structured and unstructured data.

Level	Level Description
5 (Required)	Manages data analytics activities, establishing frameworks and methodologies aligned with business objectives and data governance policies. Leads the implementation of data analytics solutions. Translates business needs into analytics requirements and identifies data-driven solutions. Guides the selection and application of advanced analytical techniques. Communicates insights and recommendations to senior stakeholders, influencing strategic decisions.

Data science (DATS)

Overall description - Applying mathematics, statistics, data mining and predictive modelling techniques to gain insights, predict behaviours and generate value from data.

Level	Level Description
5 (Required)	Plans, coordinates and drives all stages of the development of data science solutions. Provides expert advice to evaluate the problems to be solved and the need for data science solutions. Identifies and justifies what data sources to use or acquire. Specifies and applies appropriate data science techniques and specialised programming languages. Critically reviews the benefits and value of data science techniques and tools and recommends improvements. Contributes to developing policy, standards and guidelines for developing, evaluating, monitoring and deploying data science solutions.

Machine learning (MLNG)

Overall description - Developing systems that learn from data and experience, improving performance, accuracy and adaptability in dynamic environments.

Level	Level Description
4 (Required)	Assesses the suitability of machine learning and designs and develops solutions for a range of business problems. Selects and applies appropriate techniques and algorithms based on data characteristics and business requirements. Provides guidance to others. Engineers features and optimises model performance. Implements algorithms and contributes to development, evaluation, monitoring and deployment. Applies industry-specific rules and guidelines, anticipating risks and implications. Collaborates with cross-functional teams to integrate machine learning models into production systems. Conducts in-depth performance analysis and troubleshoots issues.

Business intelligence (BINT)

Overall description - Developing, producing and delivering regular and one-off management information to provide insights and aid decision-making.

Level	Level Description
2 (Required)	Assists with the creation of regular business intelligence reports using standard tools. Supports data preparation from existing sources.
3 (Required)	Sources and prepares data for analysis and performs standard business intelligence analysis activities.

	<p>Checks the integrity and validity of data sources.</p> <p>Creates and delivers standard reports in accordance with stakeholder needs and conforming to agreed standards.</p> <p>Investigates the need for new or revised business intelligence analysis.</p> <p>Contributes to the recommendation of improvements.</p> <p>Engages with stakeholders under direction.</p>
4 (Required)	<p>Supports business intelligence needs of specific management or governance processes or operational areas.</p> <p>Investigates the need for business intelligence reporting and analysis where there is some complexity and ambiguity.</p> <p>Selects and applies non-standard business intelligence tools and techniques to provide insights and aid decision-making.</p> <p>Selects, acquires and integrates data for analysis and verifies the data's quality and integrity.</p> <p>Identifies opportunities to digitise and streamline operational data handling and optimise business intelligence capabilities.</p>

Data engineering (DENG)

Overall description - Designing, building, operationalising, securing and monitoring data pipelines, stores and real-time processing systems for scalable and reliable data management.

Level	Level Description
5 (Required)	<p>Plans and drives the development of data engineering solutions, balancing functional and non-functional requirements.</p> <p>Monitors application of data standards, architectures and security, ensuring compliance and scalability.</p> <p>Develops and promotes continuous integration, deployment and monitoring practices.</p> <p>Contributes to organisational policies, standards and guidelines for data engineering.</p>

Data visualisation (VISL)

Overall description - Facilitating understanding of data by displaying concepts, ideas and facts using graphical representations.

Level	Level Description
3 (Required)	<p>Uses visualisation products, as guided, to design and create data visuals.</p> <p>Selects appropriate visualisation techniques from the options available.</p> <p>Engages with the target user to prototype and refine specified visualisations.</p> <p>Assists in developing narratives around data sets to support understanding and decision-making.</p>
4 (Required)	<p>Applies a variety of visualisation techniques and designs the content and appearance of data visuals.</p> <p>Operationalises and automates activities for efficient and timely production of data visuals.</p> <p>Selects appropriate visualisation approaches from a range of applicable options.</p> <p>Develops narratives around data sets to guide decision-making processes and enhance understanding of key insights.</p> <p>Contributes to exploration and experimentation in data visualisation.</p>
5 (Desirable)	<p>Leads exploration of new approaches for data visualisation.</p> <p>Establishes the purpose and parameters of the data visualisation.</p> <p>Oversees the use of data visualisation tools and techniques.</p> <p>Communicates results using appropriate methods for the target audience.</p> <p>Advises on the use of data visualisation approaches for different purposes and contexts to satisfy requirements.</p> <p>Develops plans to meet user needs.</p> <p>Collaborates with stakeholders to identify key insights and create compelling narratives that effectively communicate the story behind the data to drive decision-making processes.</p>

User experience design (HCEV)

Overall description - Producing design concepts and prototypes for user interactions and experiences of a product, system or service.

Level	Level Description
3 (Desirable)	<p>Applies standard techniques and tools for designing user interactions with and experiences of selected system, product or service components.</p>

	<p>Reviews design goals and agreed security, usability and accessibility requirements. Creates design artefacts to communicate ideas.</p> <p>Contributes to overall user experience design as part of a team.</p> <p>Assists in evaluating design options and trade-offs.</p> <p>Considers and applies visual design and branding guidelines consistently when appropriate.</p>
4 (Desirable)	<p>Selects appropriate tools, methods and design patterns to design user interactions with and experiences of a product, system or service.</p> <p>Translates concepts into outputs and prototypes for user feedback and evaluation.</p> <p>Evaluates alternative design options and recommends designs taking into account performance, security, usability and accessibility requirements.</p> <p>Considers and integrates appropriate visual design and branding elements in user experience designs.</p>

Configuration management (CFMG)

Overall description - Planning, identifying, controlling, accounting for and auditing of configuration items (CIs) and their interrelationships.

Level	Level Description
2 (Required)	<p>Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes.</p> <p>Assists with audits to check the accuracy of the information and undertakes any necessary corrective action under direction.</p>
3 (Required)	<p>Applies tools, techniques and processes to track, log and correct information related to configuration items.</p> <p>Verifies and approves changes to protect assets and components from unauthorised change, diversion and inappropriate use.</p> <p>Supports user compliance with identification standards for object types, environments, processes, lifecycles, documentation, versions, formats, baselines, releases and templates.</p> <p>Performs audits to check the accuracy of the information and undertakes any necessary corrective action under direction.</p>
4 (Required)	<p>Proposes and agrees the configuration items (CIs) to be uniquely identified with naming conventions.</p> <p>Puts in place operational processes for secure configuration, classification and management of CIs and for verifying and auditing configuration records.</p> <p>Develops, configures and maintains tools (including automation) to identify, track, log and maintain accurate, complete and current information.</p> <p>Reports on the status of configuration management.</p> <p>Identifies problems and issues and recommend corrective actions.</p>
5 (Required)	<p>Plans the capture and management of CIs and related information.</p> <p>Agrees scope of configuration management processes and the configuration items (CIs) and related information to be controlled.</p> <p>Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation) for configuration management.</p> <p>Contributes to the development of configuration management strategies, policies, standards and guidelines.</p>

Change control (CHMG)

Overall description - Assessing risks associated with proposed changes and ensuring changes to products, services or systems are controlled and coordinated.

Level	Level Description
2 (Required)	<p>Administers, tracks, logs, reports on change requests, using appropriate tools, techniques and processes.</p> <p>Provides assistance to implement standard low-risk changes, in accordance with defined change control procedures.</p>
3 (Required)	<p>Develops, documents and implements changes based on requests for change.</p> <p>Applies change control processes and procedures.</p> <p>Applies tools, techniques and processes to manage and report on change requests.</p>
4 (Required)	<p>Assesses, analyses, develops, documents and implements changes based on requests for change.</p> <p>Ensures operational processes and procedures are in place for effective change control.</p> <p>Develops, configures and maintains tools to manage and report on the lifecycle of change requests.</p>

Identifies problems and issues and recommend corrective actions.
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Database administration (DBAD)

Overall description - Installing, configuring, monitoring, maintaining databases and data stores, ensuring performance and security and adapting to evolving technologies.

Level	Level Description
2 (Required)	Executes operational procedures, runs automation scripts and performs routine maintenance and monitoring of databases. Adjusts automation tasks as instructed to meet operational standards for databases. Reports on database performance, addresses issues directly when possible, or escalates to others for resolution.
3 (Required)	Provisions, installs, configures and ensures the maintenance and reliability of databases. Monitors databases for load, performance and security events. Reports metrics and resolves operational issues. Executes standard operational procedures, including database backups and restorations. Automates routine database administration tasks to specifications using standard scripts and tools.

Performance management (PEMT)

Overall description - Improving organisational performance by developing the performance of individuals and workgroups to meet agreed objectives with measurable results.

Level	Level Description
4 (Required)	Provides operational direction, support and guidance to assigned colleagues. Allocates routine tasks or project work, in line with team objectives and individual capabilities. Monitors quality and performance against agreed criteria to make learning recommendations or to escalate concerns. Coaches colleagues in developing target skills and capabilities in line with team and personal goals. Facilitates effective working relationships between team members.

Employee experience (EEXP)

Overall description - Enhancing employee engagement and ways of working, empowering employees and supporting their health and wellbeing.

Level	Level Description
4 (Required)	Supports assigned co-workers by providing guidance on areas such as organisational contacts, communication channels, processes, job expectations and manager relations. Helps individuals navigate areas of uncertainty, offering practical advice and connecting them with the appropriate resources when needed.

Resourcing (RESC)

Overall description - Acquiring, deploying and onboarding resources.

Level	Level Description
4 (Required)	Facilitates and supports the execution of resourcing activities in collaboration with managers and teams. Analyses resource requests to determine tasks, skills and effort required. Creates and communicates open positions internally and externally. Conducts interviews and assessments using a planned format and structure. Implements internal resource allocation matching skills to tasks. Contributes to transitioning of resources, complying with relevant statutory or external regulations and codes of practice.

Stakeholder relationship management (RLMT)

Overall description - Systematically analysing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.

Level	Level Description
4 (Required)	Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. Implements stakeholder engagement/communications plans. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.

Customer service support (CSMG)

Overall description - Managing and operating customer service or service desk functions.

Level	Level Description
3 (Desirable)	Acts as a routine contact point for customers, handling a wide range of inquiries and service requests. Performs initial investigation and diagnosis of customer issues, resolving them where possible or escalating as needed. Contributes to the development of service standards and procedures. Assists in analysing service performance data and identifying areas for improvement.

General Notes from Job/Role Editor

No notes recorded