

Job Title	Head of Data
Department	Data & Digitalisation
Reports to	Director of Business Services
Grade	Senior Manager
Purpose & Overview	<p>We are seeking an experienced and visionary Head of Data to craft and execute a comprehensive data strategy that aligns with WWU's overall business objectives and the commitments published in our Digitalisation Strategy & Action Plan, including compliance with Ofgem's Data Best Practice guidelines. This role will also champion data governance, data validation, infrastructure, analytics, and AI adoption, while promoting a data-driven culture throughout the organisation. The Head of Data will report to our Executive Director responsible for business services.</p> <p>This individual will also be responsible for hiring and leading the data governance team. In the first 6-12 months, it is expected that this team will grow to include a Data Triage Officer, several Data Process Analysts, and Data Quality Analysts, ensuring the effective management, security, and quality of WWU's data assets. Additionally, the Head of Data will oversee the Reporting & Analytics Manager (and several other colleagues within the analytics and data engineering area, which may include Analytics Engineers, Data Engineers, Power BI Developers, and Data Analysts) and also the Data Validation and Accuracy Manager.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Craft a comprehensive data strategy that aligns with WWU's overall business objectives, ensuring data drives compliance, efficiency, innovation, and customer satisfaction. • Promote a data-driven culture, improving data literacy across all departments to enable more effective decision-making. • Establish and enforce data governance policies and procedures, ensuring data quality, security, and compliance with relevant regulations. • Oversee the design, implementation, and maintenance of WWU's data infrastructure, including data warehouses, data lakes, and cloud-based data platforms. • Lead the development and deployment of Business Intelligence (BI) and analytics capabilities, ensuring actionable insights drive decision-making across the organisation. • Drive the exploration and adoption of data science and AI technologies, optimising operations, improving predictive maintenance, and enhancing customer experiences.

	<ul style="list-style-type: none"> • Ensure the security and privacy of sensitive data, adhering to data protection regulations and best practices. • Build and lead a high-performing data team, fostering a culture of collaboration, innovation, and continuous learning. • Hire and develop a dedicated data governance team, including a Data Triage Officer, Data Process Analysts, and Data Quality Analysts to ensure effective data management. • Manage the Reporting & Analytics Manager and the Data Validation and Accuracy Manager, and other data-focused roles, including Analytics Engineers, Data Engineers, Power BI Developers, and Data Analysts, to ensure alignment with the organisation's data and analytics strategy. • Collaborate with key stakeholders across WWU to understand their data needs and deliver data-driven solutions.
Technical Know-How & Skills	<ul style="list-style-type: none"> • Excellent communication and stakeholder management skills, with the ability to translate complex data concepts into business value. • Extensive experience in data strategy, governance, and management, with a proven track record of delivering data-driven transformations. • Expertise in data architecture, cloud-based data platforms, and business intelligence solutions. • Strong knowledge of AI, machine learning, and predictive analytics, with experience in applying these technologies to business challenges. • Demonstrated ability to lead cross-functional teams, building and managing high-performing data professionals. • Experience in recruiting and structuring data governance teams, ensuring robust data quality and governance practices. • Experience managing data and analytics teams, including BI, analytics, and engineering professionals. • Deep understanding of data privacy, compliance, and security regulations, ensuring adherence to industry best practices. • Experience working with data monetisation strategies and the development of data-driven products.
Qualifications	Preferred Qualifications <ul style="list-style-type: none"> • Experience in the utilities or regulated industries. • Certifications in data governance, cloud data platforms, or AI technologies.

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| | <ul style="list-style-type: none">• Experience implementing data ethics frameworks and responsible AI principles. |
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