

Job Profile
Head of Digital Data & Technology

Job Title: Head of Digital Data & Technology

Job Grade: Level 6 Zone 2

About North London Waste Authority (NLWA)

Our mission is to preserve resources and the environment for future generations by exemplary planning, innovation and communication in managing north London's waste. We serve two million residents in seven boroughs and run communications and engagement campaigns to help them reduce their rubbish and recycle more. We campaign for government and industry action to reduce unnecessary single-use items, encourage reuse and repair and promote effective recycling.

To help tackle the climate emergency and to prevent rubbish going to landfill, we are building the greenest Energy Recovery Facility in the country and modern recycling facilities at the Edmonton EcoPark, through the [North London Heat and Power Project](#).

NLWA staff are employed by London Borough of Camden and benefit from Camden's recruitment, pension, and HR policies.

You will be expected to adhere to NLWA values which are:

Safety: We protect the health, safety and wellbeing of everyone involved in, and using, our services.

Accountability: We are accountable to Members and to each other for delivering our responsibilities.

Ambition: We work to the highest standard and aim for continuous improvement in all we do.

Inclusivity: We have strong relationships with all our partners and create a positive work environment where everyone matters.

Integrity: We celebrate success, we learn from setbacks, we promote transparency and respect in our work

In addition to NLWA values are the Corporate Services core principles which are:

Respect time: We respect other people's time as we do our own

Set realistic expectations: We set, manage and deliver to realistic expectations

Stakeholder excellence: Treat your stakeholders with the utmost empathy

Don't be too hard on yourself: Try your best on everything you do and don't worry if it isn't perfect

The Corporate Services Team will act as a thread across everything we do in NLWA. We will be NLWA's heartbeat. We will deliver upon the trust that we build with our colleagues and stakeholders. We will accept challenge as an opportunity to grow, learn, improve, and innovate.

About the Role

We are seeking a Head of Digital, Data, and Technology (DDAT) to provide strategic guidance and deliver digital, data, and technology capabilities to the NLWA. Key responsibilities include managing the NLWA's back-office technology, guiding product managers, and overseeing strategic digital and data goals across the NLWA and London Energy Limited (LEL).

As the NLWA embarks on operationalising new major assets, this role is crucial as the senior technology business partner with LEL, the Authority's wholly owned subsidiary.

The individual will manage two areas of IT deployment and maintenance : one focused on the North London Heat and Power Project (NLHPP) and the other on the NLWA, including Waste Data Operations. This will involve working as a technology partner to the NLWA's operations team. The Head of DDAT will support these teams in their delivery, lead planning, and align with NLWA priorities. Additionally, they will support the migration of back-office technology and develop more robust information assurance practices across the NLWA.

The Head of DDAT will also manage governance functions, such as the NLWA DDAT Steering Group and the NLWA/LEL Data Governance Group and support the responsible officer regarding data security. They will work across other NLWA teams to ensure they have the relevant data and technology to manage their work. The postholder will be expected to lead key stakeholder briefings, from senior borough directors to elected members, both informally and formally as part of the NLWA's overarching governance.

The Head of DDAT will be part of the Corporate Services Leadership Team and contribute to NLWA business planning and wider corporate issues. They will work with the NLWA Senior Leadership Team to drive and support better use of data in decision-making.

The postholder will be expected to carry out all duties responsibly and professionally, work collaboratively with colleagues, and show initiative and flexibility in meeting the necessary priorities to enhance the Authority's efficiency.

About You

- Advanced proficiency in Microsoft Office tools, including PowerBI.
- Expertise in stakeholder management across diverse organisations, accommodating varying levels of understanding and capability in digital, data, and technology.

- Comprehensive understanding of digital, data, and technology, utilising user needs to help teams articulate their requirements, with ITIL/Agile qualifications being preferable.
- Broad knowledge of policies governing technology, such as information management, acceptable use, and bring-your-own-device policies.
- Ability to align DDaT initiatives with the corporate needs of the organisation, effectively communicating with a range of technical and non-technical stakeholders, including members/politicians.
- Proven track record of delivering large and/or complex DDaT initiatives.
- Experience in strategising and governing the DDaT pipeline in line with corporate needs, adept at operating across cultural boundaries where appropriate.
- Highly numerate and literate, with the ability to derive key insights for the business and ultimately for the residents of North London.
- Understanding and knowledge of data protection and sharing issues.
- Experience in presenting complex information to a range of audiences.
- Proven leadership skills, with the ability to inspire and manage teams effectively, as well as manage upwards accordingly.
- Interest in the environment, climate, recycling, or waste management practices is desirable.
- Passion for technology to enhance data management and efficiency.
- As the most senior DDaT professional, fostering an environment that encourages organisational creativity and innovation while taking on a more corporate leadership role

Relationships

The postholder will report to the Director of Corporate Services but will largely be self-managing, with personal management and development carried out within the service.

The postholder is expected to develop and maintain relationships across the organisation, with elected members as appropriate, partner organisations, government departments, and customers as dictated by the projects, roles, and tasks they will be carrying out. The postholder will also actively seek to build effective relationships with colleagues across the Strategy and Services team and the wider NLWA family.

People Management Responsibilities:

The post has line management responsibility for two product managers and their respective teams, as well as wider responsibility for the Information Management Team for the NLHPP.

Work Environment

The NLWA offices are in Tottenham Hale; 2 minutes from the Tube station with great service and amenity links close by

The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. NLWA may revise the content of these roles and responsibilities at its discretion

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have an active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.