

## **Job Profile**

### **Senior Digital Transformation Manager**

**Job Title:** Senior Digital Transformation Manager

**Job Grade:** Level 6 Zone 1

#### **About North London Waste Authority (NLWA)**

Employed by London Borough of Camden, this role is based in North London Waste Authority (NLWA), serving Camden and six other north London boroughs. North London Waste Authority serves 2 million residents in the boroughs of Barnet, Camden, Enfield, Hackney, Haringey, Islington and Waltham Forest. We help residents reduce their waste and increase recycling. We make sure that their waste is disposed of in an environmentally responsible way. We are delivering infrastructure through the North London Heat and Power Project to provide long term assets for the sustainable management of north London's waste.

These activities contribute to our mission of preserving resources and the environment for future generations by exemplary planning, innovation and communication in managing north London's waste.

The Authority's website is [www.nlwa.gov.uk](http://www.nlwa.gov.uk), and we have a specific website [www.northlondonheatandpower.london](http://www.northlondonheatandpower.london) to provide information on the £1 billion project we are managing to provide new infrastructure.

#### **About the role:**

We are seeking a highly competent Senior Digital Transformation Manager to provide and interpret data to deliver corporate and strategic priorities. Key tasks will include designing future ways of managing and optimising collected data, improving the authority's digital systems and producing high-quality management information for performance monitoring and service planning purposes.

The postholder will lead the development and delivery of a Digital Transformation Strategy (DTS) for the NLWA. This will support the provision of strategy, policy, improvement and change work across the Authority. The postholder will need to produce high-quality analysis supporting the future development of the DTS. The strategy will improve NLWA's organisational intelligence, and the business processes the Authority uses to support service delivery.

The individual will be responsible for the management, detailed analysis, interpretation and reporting of data. Consequently, they will be familiar with Management Information (MI) processes and the designing, development, and deploying of business analytics dashboards using Microsoft Power BI technologies. They will have substantial experience of using Power BI on Microsoft Power Platform and will be responsible for improving the BI function and developing automated BI reporting suites and dashboards.

With the responsibility for all Power BI platform administration activities, they will regularly deliver workspace management, Data Gateway management, Capacity management and availability management. The postholder will have the skills to develop Extract, Transform and Load (ETL) process performing data cleansing, de-duplication and harmonisation of data across various internal as well as external data sources. They will develop complex calculated measures in DAX creating Power BI Master Dataset to serve as single version of truth for both internal and external reporting including statutory environmental reports. The individual will develop interactive Power Apps integrating them with Power BI reports and MS teams to ensure suitable levels of real time updates are provided with reports as agreed by stakeholders. Documenting detailed data dictionary and data mapping tables along with Metadata model and a report catalogue will also be a requirement of the role.

The ability to build good relationships will be key, and the postholder will liaise with a variety of stakeholders. The postholder will need to work closely with our seven constituent boroughs and partner organisations to ensure the DTS is coherent and joined up where required. They will deliver accurate and timely statutory returns to relevant Government bodies, deal with contractors to create reports and input to the Data Management System, and validate and ensure the integrity of data supplied by our contractors. They will develop and operationalise Power BI business intelligence solutions and self-serve dashboards for external clients. The London Borough of Haringey currently provides NLWA's IT support and the postholder will need to establish good links with them. They will work with the borough on initiatives such as managing cyber security.

The postholder will ensure the Authority operates an effective core IT system (for waste data) and that it is properly managed and administered to include the provision of management information. As part of the role, the successful candidate will lead on the procurement and delivery of a replacement Waste Management Data System (WMDS) for the management and reporting of data required to operate the business effectively and meet our statutory obligations. With oversight of systems and processes, the individual will compile statistics required by the National Waste Data Flow system to improve reporting and business intelligence within the Authority.

The postholder will provide contract management data and play an active role at contract management meetings to support the contract governance process. They will need to attend requirement meetings and data mapping sessions to understand business needs, and identify and document detailed business rules.

Operating at a senior level, the individual will make recommendations to the Senior Management Team and Managing Director on the shaping of the DTS and on presenting the vision to stakeholders. They will work with the Senior Management Team in driving through / supporting better use of Management Information in decision making and development.

The post has line management responsibility for one Data Analyst (DA). They will supervise the DA in managing the day-to-day operation of systems, ensuring that they are used effectively and efficiently, including:

- Governing user access rights, menus and permissions
- Maintaining tables to ensure that invoices received from suppliers can be validated accurately
- Importing data from various sources, including constituent boroughs and contractors

- Cleaning and validating data and liaising with data providers to resolve data quality issues
- Producing regular management information reports for NLWA officers and the constituent boroughs within agreed timescales
- Producing reports for the Authority's finance team within agreed timelines to help them with budget setting, budget monitoring, annual accounts and charging purposes

The postholder will be expected to carry out all duties in a responsible and professional manner, work collaboratively with colleagues and show initiative and flexibility in meeting the necessary priorities to enhance the efficiency of the Authority.

### **About you**

- An ability to use Microsoft Office tools to an advanced level
- Highly skilled with Microsoft Power BI, Power Query and Python or similar reporting tools
- Expert knowledge of relational databases, data administration and manipulation
- A good understanding of database design principles and of managing datasets
- An understating of the benefits of cloud and physical servers
- Highly numerate and literate
- Qualification in a numerate subject or some experience of applying statistical knowledge and skills
- Experience of managing Waste Data flow returns
- Understanding of statistical techniques
- A basic understanding of research methodology
- Understanding and knowledge of data protection and sharing issues
- Experience of quality assuring data and statistics derived from data
- Experience of presenting complex information to a range of audiences
- A basic understanding of how local government works and the functions it delivers
- Working with contractors to quality control and validate data entry
- It is desirable to have an interest in the Environment, Climate, Recycling space, or waste management practices
- A passion for technology to improve data management and efficiency

### **People Management Responsibilities:**

The post has line management responsibility for one Data Analyst. This will include undertaking appraisals, carrying out regular 1-2-1s, supervising the delivery of day-to-day workloads/services, approving holidays/sickness and dealing with any performance, attendance or disciplinary issues.

In addition, the post holder may be required to coordinate staff to ensure the timely and accurate production of reports, analysis and statutory returns.

**Relationships:**

The post holder will report to the Head of Strategy and Services, however, they will be largely self-managing with personal management and development carried out within the service.

The post holder 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 that they will be carrying out. The post holder will also actively seek to make effective relationships with colleagues across the Strategy and Services team and the wider NLWA family.

**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

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,