Sr. Head of Data Products, Engineering, and Architecture

Job Level	6	Job Reference No:	12427
		Role review date:	2025
Directorate	ISD	Function	Data & Insight Hub
Service	Perm	Reports to:	Interim Director of Data Transformation

Scale and scope of role

Direct reports	3	Indirect reports	8 + contract resources
Budget responsibility/ accountability	c. £1.6m (headcount, software licenses, and cloud services), plus relevant programme budgets	Accountable for other resources	BRC Data Products, BRC Data Platform, Programme resources as required

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The role of Head of Data Products, Engineering, and Architecture sits within the Data & Insight hub within the Internal Services Directorate (ISD).

The vision for data is a *British Red Cross that acts ethically upon the latest data and insights to design our services, partner and convene and advocate for change*

The mission of the Data & Insight Hub is to *enable evidence-based decision-making across British Red Cross and in the broader movement.*

We do that through:

1. Fostering the data and insight culture at BRC and in national societies, improving data fluency to increase evidence-based decision-making, building the community of data professionals to facilitate learning and sharing, and increasing awareness of the value of insight
2. Building and managing the relevant tools, platforms, and data products, enabling data and insight products to be created, shared, and managed effectively and efficiently
3. Building, managing, and disseminating actionable strategic insight products, and supporting directorates in developing their own insight products, ensuring insight products across BRC are efficiently developed, aligned to best practice, and embedded into decision-making processes
4. Ensuring data is reliable, trustworthy, and easily found, so insights can be created efficiently and used with confidence, and data quality improved by the relevant owners.

    This role is accountable for item 2 of the mission.

Key responsibilities

This is the senior data technology role in British Red Cross, responsible for setting and guiding the strategic direction of the data technology landscape, and ultimately accountable for the data technology landscape, data products, and data architecture, enabling data and insight products to be created, shared, and managed effectively, efficiently, ensuring alignment to the organisational strategy and objectives

1. **Lead and deliver the data and insight technology and data product strategy and roadmap, driving continuous improvement and the adoption of new capabilities across British Red Cross**

- Establish and delivers the data and insight technology and data product strategy and roadmap, aligned to the British Red Cross strategic goals, data strategy, and technology strategy.
- Represent data and insight technology at the senior level across British Red Cross, serving as the lead advisor into senior leadership, directorate spokes, and Technology to advise on the art of the possible and translate commercial requirements into technical delivery

- Collaborate with Spoke Leads, Technology, Change Programme and other stakeholders to understand their strategic objectives and priorities, regularly communicating the backlog, roadmap, and priorities
- Establish standard data development processes and best practice aligned to Agile principles, both within the Hub and across the organisation

- Represent data & insight technology on relevant governance boards, such as the Information Governance Steering Group and the Technology Change Board
- Role model cross functional working, business partnering, and collaboration across the business
- Promote a culture of evidence-based decision-making across the organisation

Key measures of success include positive feedback from key stakeholders, and a platform and data product strategy and roadmap in place that is aligned to business requirements and the BRC strategy.

2. **Provide strategic oversight of the BRC data and insight technology ecosystem, ensuring scalable, sustainable and value driven technology investments Accountable for the development and management of the BRC data and insight technology ecosystem**

- Accountable for the data and insight technology landscape, working with product owners and technology leads to manage solutions such as DataBricks, FiveTran, DBT Cloud, Power BI, Tableau, and ESRI/ArcGIS, including the sunsetting of legacy platform(s) as required the management of technical debt
- As part of technology change programmes, lead and/or support the piloting and incubation of new data and technology capabilities
- Accountable for the definition of data architecture standards and best practice
- Ensure the data technology ecosystem aligns to Technology architectural standards and best practice
- Consult and advise directorates and spokes on the data technology ecosystem, with particular focus on how directorate specific tools and platforms engage with the data platform
- With the Hub Culture & Community team, support in the training of colleagues in the technology ecosystem to increase adoption

Key measures of success include increasing number of people and directorates using the data platform and tools.

3. **Accountable for the development and management of the BRC data products**

- Accountable for the development and ongoing management of data products, including requirements gathering, data modelling, pipeline development, cleansing, publication, catalogue population, and lifecycle management, ensuring they align to standards and best practice
- Accountable for the definition of data products standards and best practice, including data product delivery processes
- Consult and advise directorates and directorate spokes on data product requirements, with particular focus on what data products are required as part of technology change programmes to ensure the relevant insight products can be created

- Ensure data governance, quality, and other standards are met, including the cataloguing of new products
- Manage the outstanding technical debt with an appropriate programme of work

Key measures of success include number of published data products, and use of data products in insight products that are embedded into decision-making.

4. **Lead and inspire a large team of data professionals**

- Ensure the team are engaged, inspired & able to produce their best work, with clear career development paths
- Member of the D&I Hub leadership team – collectively responsible for driving the adoption of the BRC Data Strategy across the organisation

Key measures of success include positive 360 feedback, employee satisfaction scores in-line with or better than organisation average, and staff retention rates in-line with BRC targets

5. **Manage the operations of the team, including planning, resourcing strategy and vendor management.**

- Set and manage the budget for the function, including planning and forecasting, in collaboration with Finance
- Build out the talent strategy for the function, including the leadership pipeline, succession planning, and the balance of in-house, internships, apprenticeships, volunteers, consultant and outsourced resources,
- Manage the commercial relationship with data, platform, and tool suppliers
- Define and implement the relevant performance metrics for people and systems, using them as tools to improve ways of working

Key measures of success include appropriate resourcing strategic in place with cost-effective and risk-mitigated blend of in-house and outsourced talent, a clear understanding of current and future investment needs, and clear performance metrics that are tracked and used effectively.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role please delete as required, leave all 3 check headings on role profile

England and Wales – Disclosure and Barring Service (DBS)
• None
Scotland
• None
Northern Ireland
• None

Drivers Check - Required –No

Person Specification

	Evidence obtained through

Requirements	Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	**S**	**I**	**A**
Essential			
- Strong ability to influence and manage upwards within the organisation	S	I	
- A key strategic thinker who can galvanise change with a proven track record	S	I	
- Strong ability to communicate data and technical concepts to non-technical audiences		I	
- Strong knowledge of data platform technology, especially DataBricks	S	I	
- Strong knowledge of insight tools, such as Power BI and Tableau	S		
- Strong knowledge of how to build scalable data products	S		
- Knowledge of data science, data analytics and using insight to inform decision making	S	I	
- Strong knowledge of data management, processing and analysis techniques	S	I	
- Strong collaborator with a passion for teamwork and an ability to bring individuals together	S	I	
- Highly digitally literate, with a keen interest in current with emerging tools and techniques in digital, data and analytics	S		
Desirable			
- Excellent knowledge of how data is used in a humanitarian charity			
Experience	**S**	**I**	**A**
Essential			
-- Proven experience of leading change in a senior data leadership role	S		
- Experience of building effective business partnerships across an organisation	S	I	
- Extensive experience leading and managing high-performing data teams, especially engineering, architecture, and product management	S	I	
- Extensive experience managing data platforms and tools, especially DataBricks, Tableau, and Power BI	S		
- Experience of using a range of insight to drive performance		I	
- Experience managing vendors and 3rd party relationships	S	I	
- Budget management	S		

Desirable			
-- Excellent knowledge of how data is used in the charity sector, ideally in the humanitarian sector			
- Experience working in a matrix environment			

Additional requirements			
Essential			
- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.			
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Desirable			
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Values in Action		
Dynamic - We move forward as one team. - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. **Compassionate** - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. **Inclusive** - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. **Courageous** - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.