**Job Description - Process & Data Governance Lead**

**Summary​**

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The Process & Data Governance Lead is accountable for overseeing our process governance across NHS Professionals to ensure that processes are followed, gaps in process are identified and best practice is shared across the organisation. The role will also be responsible for our data governance strategy and creating a robust framework for the adherence of maintaining clean data across all NHSP systems.

The role will also be responsible for business process risk management.

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The role plays a key part in ensuring the effective operation of NHS Professional's business processes, identifying and mitigating risks, and implementing controls to ensure compliance around completeness and consistency.

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This role will be pivotal in ensuring there is a continued focus on process, data and system optimisation to support NHS Professional’s ambition to become the NHS’s workforce partner of choice. ​

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This role reports to the Strategic Projects Partner and forms part of a group of SMEs that makes up the Business Enablement function; ​

* Continuous Improvement Lead​
* Business Change Lead​

**Key Responsibilities**

* Coach and influence departments on best practice, consistency and governance in all process and data matters
* Develop, review and maintain procedures to support best practice across all teams
* Performance reporting on the adherence to processes across systems, challenge the lack of compliance and conduct root cause analysis.
* Establish and impact assess the required changes in processes following new releases of systems and legislative changes.
* Identify and eradicate any manual workarounds that have been created.
* Work closely with the Continuous Improvement Lead to establish how processes can be improved to deliver efficiencies in time and effort.
* Have a rigorous approach to analysing key customer experience data and business metrics and using insight to continually evolve business processes to ensure the functional performance is clear and transparent.
* Work with all business areas to establish best practice and adapt processes accordingly.
* Optimise engagement with processes through appropriate tools and visuals.
* Identify gaps in process adherence and establish the corrective cause of action including training and comms.
* Create a robust framework to support clean data across NHSP systems.
* Work collaboratively across functions and stakeholders.
* Work with the Quality & Training Lead to feed in training requirements and review quality assurance policies.
* Foster a culture of continuous improvement within the organisation.

**Key accountabilities**

* Be a point of escalation on compliance to processes across the business and provide oversight to the change management process.
* Use exceptional communication skills to develop relationships and a sense of credibility quickly, with senior stakeholders.
* Develop business knowledge on process and data governance requirements through training, awareness and stakeholder communication​.
* Be curious and interrogate data derived from a wide range of sources, both internal and external, to create high impact customer insights, with the aim of driving delivery effectiveness of our processes and outstanding execution.
* Optimise processes to support better service delivery and risk mitigation.
* Provide business partnership and thought leadership to the Heads of department to become a trusted advisor on all matters relating to operational process and data compliance.
* Develop strong relationships across the business that enable key partnerships.
* Evolve and deepen relationships with the business delivery centres, including IMS.
* Develop key risk indicators and overall risk reporting for Business Enablement activities.
* Optimise policies and processes to support better engagement across the organisation.

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| **Criteria​** | **Essential​**  When applying for this job it is important you fulfil all these essential requirements. **​**  If you do not you are unlikely to be interviewed.**​** | **Desirable​**  When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed.**​** |
| **Qualifications and Knowledge:**​ | ​Aptitude, attitude and relevant experience is valued beyond academic qualifications​ | Previous experience of Operational Excellence and Continuous Improvement methodologies – Lean / Six Sigma – within a resourcing context in a large complex / matrixed organisation is critical​ |
| **Experience:**​ | Previous experience of working in a recruitment or workforce management focussed organisation​.  Previous experience of capturing and analysing business requirements and user stories.  Proven experience of writing business processes and policies.  ​ | Experience of creating procedures within an ecosystem environment.  ​  Experience of working in a regulated environment.  Proven experience of creating data governance frameworks. |
| **Communication and People Skills:**​ | ​Ability to build deep sustainable relationships and be part of a connected business enablement community​.  Ability to inspire individuals to follow better ways of working.  ​ | ​​ |
| **Organisational Skills**​ | Demonstrate strong planning & organisational skills; be able to multi-task and focus time and energy on the most value adding tasks​ | ​  ​ |
| **Specialist Knowledge and Skills**​ | A deep level of understanding around data and process optimization​. ​ Possess a continuous improvement mind-set, always evaluating approaches against internal requirements and external best practice to identify areas for improvement ​  ​  ​  ​ | Experience of major systems deployments, including full lifecycle experience (requirements gathering, design, test, release and review) across a complex organisation​  ​  ​ |
| **Equality**​ | ​ | ​ |