



City of Westminster

Data and Quality Manager

What we value at Westminster

Westminster City Council believes in creating a Fairer Westminster where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries, have access to high quality, affordable homes and retire into the community with dignity and pride.

We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.

Our culture

At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.

The Westminster Way is the council's commitment to our staff and is underpinned by three pillars:

- **Personal development:** Everyone has talent. We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.
- **Value our people and diversity:** Everyone is valued. We embrace our differences, to bring new perspectives to the future challenges of our city.
- **The Westminster Way of working:** Everyone is a leader. At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work.

In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That's why at Westminster we celebrate and embrace our differences.

We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.

Portfolio/responsibilities of this role

The Council's Housing Directorate delivers essential services to residents across the City, managing a diverse portfolio of over 21,000 homes.

As Data and Quality Manager, you will play a critical role in ensuring that the Directorate's decisions, investments and services are driven by accurate, high-quality data and robust systems resulting in statutory and regulatory compliance resulting in improved service outcomes, stronger compliance, and better value for money. You will ensure that residents' needs and experiences are at the heart of how data is collected, managed and presented enabling insight that supports more inclusive engagement, transparent communication, and resident-centred planning. You will foster a culture of high standards, continuous learning and collaboration to develop a forward-thinking team that is ambitious, inclusive, and committed to delivering measurable outcomes for residents and the organisation.

Key functions and duties

1. Lead the Data and Quality function to act as the data custodian for all asset and compliance data, embedding a high-quality data-led culture which results in evidence-based prioritised forecasting of required investment in Housing.
2. Design and lead an effective and responsive pan-directorate Asset Data Strategy to deliver the Council's Housing responsibilities, ensuring a holistic approach that enables effective planning, prioritisation and value for money investment across housing stock.
3. Oversee system architecture planning to ensure alignment and integration between housing asset data systems, finance systems, and operational delivery platforms.
4. Develop and enforce data governance policies and standards, delivering internal assurance audits of data quality, system use, and compliance with governance frameworks to ensure the security, accuracy, quality and consistency in all data and information held within databases and systems.
5. Establish success criteria, performance metrics and regular monitoring and reporting on regulatory compliance requirements, tenant satisfaction measures, key performance indicators, and other standards and targets to ensure excellence in asset data management across the service.
6. Provide accurate data to a range of stakeholder to successfully develop and deliver the Council's HRA Business Plan and Housing Asset Management Plan, support the preparation of business cases, lifecycle investment appraisals and external funding opportunities, ensuring data is robust and enables delivery of

strategic priorities such as social value, net present value, decarbonisation, building safety, and cost-efficiency.

7. Prepare and deliver detailed documentation, briefings and reports to senior stakeholders, considering how best to present data and insight to inform evidence-based decision making to deliver a wide variety of strategic and operational impacts, responding to ad-hoc requests in a timely manner as required. Design and embed appropriate processes to allow for the identification, documentation and escalation of risks and issues, to appropriate stakeholders.
8. Lead and manage procurement of systems and associated services and put in place appropriate contract management and monitoring arrangements on behalf of the directorate which guarantee effective delivery, customer service, resident involvement and value for money.
9. Ensure that the ICT Security Policy and GDPR and any other compliance requirements are fully complied with by all systems, databases and relevant projects by all internal and external project team members, working with relevant teams across the Council. To lead on any relevant requests for information under the Freedom of Information Act
10. Keep abreast of new legislation and best practice exploring opportunities for digital innovation, automation, and self-service reporting and recommending and implementing changes to policy and procedure to ensure that the Data Strategy and HRA Asset Management Strategy achieves all objectives and fulfils strategic requirements.
11. Contribute to an accountable and learning culture across the service, leading the team to identify and implement best practice, investigate and respond to complaints relating to areas of responsibility, and ensure learning and relevant training is embedded and leads to effective changes and improvements where appropriate.
12. Build and maintain a wide range of effective working relationships with internal and external stakeholders, influencing, negotiating and challenging as required to promote collaborative working, ensure transparency, enable service delivery and inform continuous improvement of services.
13. To act as the Super User and lead representative on behalf of the directorate to ensure asset data systems are considered in infrastructure development, that they integrate effectively with

	<p>BIM, AutoCAD and related digital tools to improve asset data accuracy and consistency and that training needs are addressed.</p> <p>14. To carry out as required any other tasks to deliver service requirements.</p> <p>15. Responsible for the relevant budgets for the asset management systems and monitor spend on surveys, ensuring good financial management in line with the Council's policies. As a budget holder act as a custodian for public funds carrying out duties to meet principles of affordability, feasibility. sustainability, compliance, value for money to the highest standards for the benefit of residents</p> <hr/> <p>Budget Responsibilities –</p> <p>Staffing £250k</p> <p>Procurement £1m</p> <p>Income/Expenditure £10m</p>
<p>What do we expect this role to achieve?</p>	<ul style="list-style-type: none"> • Develop and implement a clear and ambitious data strategy for the Housing Directorate, ensuring that asset, compliance and performance data drives informed decision-making, investment planning and service improvement. • Lead the design and continuous improvement of housing systems and data architecture, ensuring tools are fit for purpose, user-friendly, integrated, and support real-time performance insight and operational efficiency. • Establish and embed high standards for data quality, integrity and security, including robust governance processes, quality assurance checks, and consistent use of templates, metadata and audit trails. • Drive a culture of evidence-led planning and performance, ensuring services are underpinned by reliable data and clear metrics, and that reporting supports internal improvement and transparent external accountability. • Design and implement frameworks for performance, risk and quality monitoring, ensuring key data systems support audit readiness, compliance with regulations (including GDPR and health & safety), and value for money.
<p>Band/Salary range (Please advertise full green zone band)</p>	<p>Band 4</p>

Work style	Agile and flexible working conditions
Your manager & team	Reports to: Head of Asset Strategy
	Direct Reports: 3 Data Officer Business Analyst Data Administrator
Experience	<ul style="list-style-type: none"> • Experience developing and maintaining databases, overseeing systems and managing associated contracts • Experience working in housing or property environments • Experience leading a team to deliver improvements and successful outcomes • Experience of working collaboratively and in consultation with • different departments to develop and deliver service improvements • and improve communication • Experience in managing projects or improvement programmes, with a focus on prioritisation, tracking, and delivering measurable outcomes • Experience presenting to a wide range of stakeholders including senior managers, residents, contractors and non-technical experts • Extensive knowledge and experience with asset management and compliance systems and how they support asset management and investment strategies • Understanding of data governance, GDPR, and ICT security standards relevant to housing and asset systems • Demonstratable knowledge of relevant health and safety and housing legislation and regulations • Demonstratable knowledge of good practice in asset management planning with regard to long-term maintenance strategies and business planning • Demonstratable knowledge of quality assurance and compliance across the data management lifecycle
Skills	<ul style="list-style-type: none"> • Excellent digital/ICT skills with confidence to incorporate digital transformation which supports service improvement and positive impacts for communities. • Strong ability to communicate using a variety of methods, including the capacity to represent the authority externally, to write reports and to communicate with a variety of audiences • Ability to solve problems and make analytical judgements and decisions • Ability to manage and prioritise own and team's workload to take account of conflicting and changing demands and to meet agreed deadlines

	<ul style="list-style-type: none"> • Experience of working with residents and a range of stakeholders including local councillors in a politicised environment • Willingness and ability to travel across the borough and wider where necessary attendance at evening meetings • Ability to deal with sensitive and politically contentious matters and maintain confidentiality and sensitivity <p>Qualifications</p> <p>Whilst formal qualifications are not strictly necessary, the candidate needs to be able to demonstrate the experience and skills required to perform the role</p>
<p>Corporate standards</p>	<ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way • Values and behaviours Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision. • Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate. • Equality and diversity We value equality and diversity as a city council and we want you to support and promote this in your day-to-day work.
<p>Additional values and behaviours for Managers</p>	<p>People and Service Management</p> <ul style="list-style-type: none"> • Role model the Westminster Way: <ul style="list-style-type: none"> ○ Demonstrate inclusive leadership ○ Take the lead in driving initiatives ○ Be proactive in being forward and outward looking, by regularly investing in own development. • Driving forward performance by empowering staff to take the lead. Setting high standards, encouraging improvement and innovation. Supporting the team to achieve by adopting a coaching style of management • Having regular employee led conversations to develop our people – creating a safe environment for learning, taking time to understand their strengths and motivations, stretching them and coaching them to achieve. • Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities. • Delivering the Medium-Term Plan

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| | <ul style="list-style-type: none">• Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback. |
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