

Job Description: Head of Data and Analytics

General role information	
Job Title:	Head of Data and Analytics
Reporting to:	Director of Data, Digital and Technology
Salary Band:	L
Notice period:	3 Months
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	No
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p> <p>We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.</p>	

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Resourcinguk@MSIChoices.org

Job Description: Head of Data and Analytics

The department / team

The UK Digital, Data and Technology (DDaT) team is a 40-strong group of experts who have driven some of the most significant digital innovation in our organisation's history. Together, we've delivered major programmes that not only strengthened our business, but most importantly improved outcomes for the people we serve.

Over the past few years, we've achieved milestones that have reshaped how our clients connect with us. In 2018, we launched a new website to serve as the digital front door to our services. Between 2020 and 2024, we accelerated innovation at scale, migrating from on-premise to cloud solutions, building a robust data warehouse, streamlining operations through automation, and implementing a host of other improvements to enhance access, speed, and experience for clients.

Now, as we enter our next phase of growth, we are renewing our three-year DDaT strategy to push even further.

Our vision is clear: *to deliver a seamless, digitally-enhanced user journey that ensures patients are informed, supported, and empowered.*

Our objectives are to:

1. Build and maintain a resilient, future-proof digital infrastructure
2. Harness patient and staff insights to drive innovation
3. Empower patients to take ownership of their care
4. Expand choice and convenience through digital solutions
5. Consistently enhance the quality and impact of our services

The DDaT team brings together the full breadth of digital capability across:

- Portfolio Delivery
- Digital, Marketing and Communications
- Business Intelligence
- IT and Technology
- Product Management

The role

The Head of Data and Analytics is responsible for defining and delivering the organisation's data strategy, ensuring data is managed as a strategic asset to drive clinical, operational and business value.

The role provides strategic and operational leadership across data governance, architecture, analytics, automation and AI, leading a specialist team and contributing as a member of the Senior Leadership Team to organisational strategy, performance and innovation.

The postholder is accountable for establishing enterprise-wide data governance, owning the target data architecture, and maximising the value of data and advanced analytics capabilities to improve organisational effectiveness and client outcomes.

This role ensures that data, analytics, and automation capabilities are scalable, secure, high quality, and aligned to organisational priorities.

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Key responsibilities

Strategy, Value & Leadership

- Define and deliver UK specific enterprise data strategy that positions data as a strategic organisational asset
- Identify opportunities to exploit data to drive clinical, operational and commercial value
- Lead the adoption of analytics, automation and AI capabilities to enhance decision-making and outcomes
- Act as the senior data leader for Executive and SLT, influencing through insight and evidence

Data Governance, Quality & Control

- Accountable for establishing and embedding an enterprise-wide data governance framework, including master data management, to create and maintain a single source of truth for organisational data. Ensures authoritative source systems drive consistent, automated updates across dependent platforms, maintaining data quality, integrity, and compliance.
- Define data ownership and stewardship models across the organisation
- Establish and enforce data standards, definitions, and lifecycle controls
- Own data quality management, including monitoring, validation and remediation processes
- Ensure effective metadata management, data catalogue and lineage tracking
- Provide assurance on data accuracy, integrity, and compliance

Architecture, Platforms & Innovation

- Own the target data architecture and ensure alignment with enterprise architecture strategy
- Define the data platform roadmap across technologies including Fabric, Synapse and Power Platform
- Oversee data modelling, integration and interoperability standards
- Lead development and governance of AI, including generative AI and advanced analytics use cases
- Ensure platforms are scalable, secure, resilient and future-proof

Clinical Data, Compliance & Risk

- Ensure governance and appropriate use of clinical and patient data
- Oversee NHS, regulatory and statutory reporting requirements
- Ensure compliance with data protection, information governance and healthcare standards
- Provide assurance on accuracy and integrity of clinical and regulatory data outputs

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People Leadership, Line Management & Senior Leadership Team Responsibilities

- Lead, develop and inspire a high-performing Data and Analytics team, creating a culture of accountability, continuous improvement, innovation and learning.
- Provide effective line management to direct reports, including objective setting, performance management, coaching, career development, succession planning and regular feedback.
- Ensure the team has the skills, capacity and capability required to deliver current and future organisational priorities.
- Foster an inclusive, collaborative and psychologically safe environment where colleagues are empowered to contribute, challenge constructively and perform at their best.
- Act as a role model for MSI values, behaviours and leadership expectations, promoting a positive culture across the organisation.
- As a member of the Senior Leadership Team (SLT), contribute to the development and delivery of MSI strategy, corporate objectives and business planning.
- Take collective responsibility for organisational performance, supporting cross-functional decision making and prioritisation beyond the scope of the Data and Analytics function.
- Build strong relationships with senior stakeholders across MSI UK, influencing strategic decisions and ensuring data and analytics capabilities support organisational objectives.
- Champion organisational change, transformation and continuous improvement initiatives, ensuring effective engagement and adoption across teams.
- Ensure compliance with organisational policies, governance requirements, safeguarding responsibilities, and health and safety obligations.

Delivery, Prioritisation & Performance

- Own prioritisation of the enterprise data and analytics portfolio
- Balance strategic initiatives, regulatory requirements and operational demand
- Ensure delivery of high-quality analytics, data and automation outputs aligned to organisational priorities
- Accountable for benefits realisation, ensuring investments deliver measurable outcomes

Operating Model, Adoption & Capability

- Define and evolve the data and analytics operating model
- Drive adoption of self-service analytics and improve data literacy across the organisation
- Build a scalable, sustainable capability reducing reliance on key individuals
- Enable business users to access trusted data in a controlled and effective way

Vendor & Partner Management

- Manage strategic relationships with key technology vendors (e.g. Microsoft)
- Oversee delivery from external partners and consultancy providers

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- Ensure value is realised from supplier investments and contracts

Key Skills and Experience

- Significant experience in a senior data leadership role, accountable for enterprise data strategy, governance, and analytics delivery
- Proven ability to operate at executive level, influencing strategic decisions through data and insight
- Experience establishing enterprise data governance frameworks, including data ownership, stewardship, and data quality management
- Strong understanding of modern data architectures, platforms, and integration approaches (e.g. Microsoft Fabric, Synapse, Power BI)
- Experience defining and delivering scalable data operating models, including self-service analytics and data literacy enablement
- Experience leading adoption of advanced analytics, automation and AI capabilities, including appropriate governance and controls
- Strong commercial and value-driven mindset, including portfolio prioritisation, ROI and benefits realisation
- Experience working with clinical, healthcare or regulated data environments, including NHS reporting and information governance (advantageous)
- Strong stakeholder leadership, with the ability to manage competing priorities and influence at senior level
- Experience managing third-party vendors, partners, and technology suppliers

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Formal Education/qualification

- Degree in Data Science, Computer Science, Information Systems, or a related field, or equivalent professional experience
- Evidence of continued professional development in data leadership, governance, architecture, or analytics
- Relevant certifications in data, cloud, or architecture disciplines (e.g. Microsoft Azure, Data Engineering, Architecture) are advantageous
- Training or experience in data governance, information governance, or regulatory compliance frameworks (desirable)

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date:

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