



Livingston James



care
inspectorate 

Position Profile

Head of Data & Information



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Thank you for considering this exciting opportunity to join the Care Inspectorate as our Head of Data and Information.

At the Care Inspectorate, we are driven by a shared purpose: ensuring that everyone in Scotland experiences care that is high-quality, rights-based, and tailored to their individual needs. We are the independent scrutiny and improvement support body for social care and social work in Scotland, and our work touches the lives of many—whether directly or through those they love and care for.

We are at a pivotal moment in our journey. Following a recent reorganisation, we have taken deliberate steps to ensure that we can deliver on our vision for world-class care across Scotland. The newly created Head of Data and Information role will be instrumental in shaping how we use data and insight to drive improvement, share best practices, and enhance outcomes for people experiencing care.

Our digital transformation programme represents a significant investment and opportunity for change. As we modernise our systems and approaches, your leadership will be key to ensuring we collect, manage, and leverage data to inform strategic decisions, streamline our processes, and share meaningful insights both internally and across the sector. This work will help us optimise our resources, innovate, and focus our efforts where they matter most.

Collaboration sits at the heart of our organisation. In this role, you will work closely with teams across the Care Inspectorate, fostering a data-driven culture and championing the power of information in improving care. You will also play a vital role in engaging with our external partners and stakeholders to enhance how we use data to drive sustainable, positive change.

We are looking for an exceptional leader—someone with vision, strategic acumen, and a passion for making a difference through the power of data and information. If you are ready to embrace this challenge and help us move forward on our journey toward excellence, we would be delighted to hear from you.

I look forward to welcoming the successful candidate into our team and supporting them as they shape this role and make a lasting impact on social care and social work in Scotland.



Gordon Mackie
Executive Director of Digital and Data



The Care Inspectorate is the independent scrutiny, assurance and improvement support body for social care and social work in Scotland. We provide public assurance about the quality of social care, social work and early learning services, promote innovation and drive continuous improvement.

Our vision is for world-class social care and social work in Scotland, where every person, in every community, experiences high-quality care and support, tailored to their rights, needs and wishes.

We inspect services, taking an intelligence-led, risk-based approach to scrutiny, assurance and quality improvement support. We support improvement where care is not good enough and take action when we find outcomes are poor. Our expert workforce provides scrutiny and support for improvement to services every day, with information, guidance and ideas for sustainable improvements that lead to high-quality care. We offer a wide range of resources to support services to improve. All care services in Scotland must be registered with us and we investigate complaints about registered care services, with powers to enforce change where needed.

We champion the high-quality care we find during the inspections we carry out each year. Increasingly, we work collaboratively with other organisations and the care sector to share good practice, support and spread improvement and innovation across Scotland.

Our work helps reduce health and social care inequalities across communities. We inspect every registered care service in Scotland and our inspection reports provide public information on the quality of care being provided by each of them. We also inspect the range of social care and social work services, and early learning and childcare services, being provided across community areas by local partnerships, reporting on performance and identifying improvements they need to make.

The evidence and intelligence we gather through our scrutiny and improvement support work shapes and influences local and national policy and practice. We are proud to have been involved in creating the national Health and Social Care Standards that help us ensure our work puts people and human rights at the heart of all that we do.

Our values drive all that we do. We always strive to practice and demonstrate these values daily and show compassion in everything that we do.

- Person-centred – we will put people* at the heart of everything we do
- Respectful – we will be respectful in all that we do
- Efficient – we will provide the best possible quality and public value for our work
- Fair - we will act fairly and consistently, be transparent and treat people equally
- Integrity – we will be impartial and act to improve care for all those in Scotland
- Equality – we will promote and advance equality, diversity and inclusion in all our work and interactions

*infants, children, young people, adults and older people



This is an exciting time to join the Care Inspectorate as we embark on a significant transformation journey. The Head of Data & Information role has been created as part of a strategic redesign of the Digital & Data Directorate, and this position has been created to elevate the role of data in driving value and impact across the organisation. This appointment reflects the Care Inspectorate's ambition to continue to harness data as a strategic asset, enabling smarter, data-driven decision-making while fostering a culture of continuous improvement and efficiency.

The newly structured role will focus on delivering high-quality, well-managed data and ensuring it is accessible and actionable for colleagues at all levels, including those on the front line. By embedding data into day-to-day operations, the Care Inspectorate aims to improve processes, empower teams, and unlock new opportunities to optimise operations.

This is a fantastic opportunity for a data leader who can champion the power of data, aligning strategy to organisational goals and ensuring it becomes central to how the Care Inspectorate operates, innovates, and delivers value for the future.





Job Title:	Head of Data & Information
Reports to:	Executive Director of Digital & Data
Location:	Flexible

NB: The Care Inspectorate embraces agile working and whilst our headquarters are in Dundee, the successful candidate could be based in any of the Care Inspectorate's offices across Scotland.

The Head of Data & Information will lead the Care Inspectorate's data and information strategy, ensuring that data is robust and leveraged effectively to drive insights, inform decision-making and enhance scrutiny, assurance, and quality improvement effectiveness. The post holder will be responsible for the Intelligence and Analysis Manager and the Planning Team Manager.

Working with the Strategic Management Group and other senior leaders across the organisation, you will shape how the organisation collects, analyses, retains and uses data to support the Care Inspectorate to carry out scrutiny, assurance, and quality improvement activities in a collaborative way, to support improvement in the quality of care in Scotland.

You will provide visible leadership to consolidate excellence in all aspects of our work, support the achievement of our cultural aspirations and ensure continued investment in our skilled and confident workforce, with a strategic focus on collaboration in all that we do.

Key Responsibilities

Strategic Responsibilities:

- Collaborate with senior leadership to support the formulation and communication of the Care Inspectorate's strategic vision. Ensure that strategic plans are effectively articulated to all stakeholders, fostering a shared understanding of organisational goals
- Champion a culture of collaboration across the organisation by coordinating joint strategies and initiatives. Facilitate workshops and meetings that encourage teamwork and collective problem-solving to drive improvements and meet the Care Inspectorate's strategic priorities
- Serve as the strategic lead for data and information management. Develop and implement a comprehensive data and insights strategy that aligns with the organisation's objectives, ensuring that data-driven decision-making is embedded in all levels of the organisation

Operational Responsibilities:

- Provide leadership and direction to specialist functions, ensuring that all activities comply with relevant legislative requirements and align with the Care Inspectorate's priorities. Monitor and evaluate the effectiveness of these functions to ensure high quality service delivery
- Foster a supportive environment for team members by conducting regular one-on-one supervision sessions, performance reviews, and personal development planning. Encourage continuous professional development through training opportunities and mentorship



- Take responsibility for promoting the health, safety, and welfare of all employees. Ensure that health and safety policies and procedures are effectively implemented and adhered to, creating a safe working environment in compliance with the Care Inspectorate and legislative standards
- Establish and maintain robust performance management systems to monitor employee performance and ensure consistency in practice. Implement feedback mechanisms that allow for continuous improvement and accountability
- Lead initiatives aimed at enhancing data processes and tools. Utilise advanced analytics, including predictive analytics and machine learning, to identify trends and opportunities for improvement in service delivery and regulatory practices

Relationship Management Responsibilities:

- Develop and nurture strong internal networks to facilitate effective cross-functional collaboration within the Directorate and across the organisation
- Act as a liaison between departments to ensure alignment and synergy in achieving organisational goals
- Actively promote the Care Inspectorate's values in all interactions. Support staff in embodying these values in their daily work and interactions with colleagues, fostering a positive organisational culture
- Build and maintain effective working relationships with a diverse range of external stakeholders, including government agencies, community organisations, and service users. Engage in regular dialogue to gather feedback and improve service delivery
- Proactively raise public awareness of the Care Inspectorate's work through outreach initiatives, public speaking engagements, and participation in community events. Ensure that the organisation's mission and achievements are well communicated to the public
- Prepare and present detailed reports to internal governance groups, including the Strategic Management Group and the Board. Utilise data insights to inform discussions and guide strategic decision making, ensuring transparency and accountability



Preferred Candidate Background

The successful candidate will have extensive experience in a data leadership position, preferably within the public sector or regulated environments, complemented by a proven track record of managing diverse, professional teams and driving strategic data initiatives to achieve transformational change.

To be successful in this role, you will have:

- Evidence of translating data to actionable insights across an organisation
- Significant experience in both operational and strategic leadership and management
- Experience in managing substantial budgets
- Experience in developing, implementing, and managing data-driven strategies
- Expertise in identifying and implementing innovative data strategies to enhance data practices and insights
- Proven ability to develop and communicate strategies that align with the Care Inspectorate's ethos, ensuring sustainable change through diplomacy and practicality
- Strong analytical and problem-solving capabilities, with proficiency in data analytics and visualisation tools (e.g., SQL, Python, R, Tableau, Power BI, SAS)
- In-depth understanding of data governance, security, and compliance standards relevant to the sector
- Effective communication skills, capable of conveying technical concepts to nontechnical stakeholders
- Politically astute with the ability to navigate complex regulatory environments effectively
- Proficient in advanced data tools and technologies, utilising effective methods for information management and communication
- Ability to challenge traditional approaches constructively, fostering a culture of innovation
- Articulate and positive communicator both in verbal and written communication skills
- Ability to engage, influence and lead the development of a wide range of key stakeholder relationships, both internally and externally
- Ability to assist the Executive Director to set, in consultation with others, the overall strategic agenda, long term objectives and performance standards for the organisation
- Analytical and systematic approach to problem solving



Salary Range:	£72,159
Pension:	Local Government Pension Scheme
Annual leave*:	32 days holiday + 6 fixed days

*Your leave entitlement will increase, up to a maximum of 30 days, to reflect continuous service with the Care Inspectorate or previous employment with the following employers:

- Local authorities
- National Health Service
- All employers listed on the redundancy payments (Continuity of Employment in Local Government, etc) (Modification) Order 1999 (as amended)
- Further and higher education sector
- Voluntary and private providers of the care sector

The Recruitment Process

- Interested candidates should provide a CV and cover letter, outlining interest and suitability, to rachelsim@livingstonjames.com
- First stage interviews will be conducted by Livingston James, our retained recruitment advisors
- Shortlisted professionals will be invited to interview with the Care Inspectorate. Further detail will be provided on this stage throughout the process
- All third-party applications, enquiries and direct approaches to the Care Inspectorate will be referred to Livingston James

