

# MELBOURNE WATER POSITION DESCRIPTION

## Master Data Management Lead

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Data Governance Manager	This role has 0 direct reports, in a team of 3 employees.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The purpose of this role is to lead the Master Data capability across Melbourne Water, owning the design, implementation, management and monitoring of master data practices across the organisation.</p> <p>The role will establish trust in data and further develop our business vision of being data driven by establishing and operationalising a cohesive master data plan for Melbourne Water.</p> <p>Liaising with and influencing other (IT) teams, the Master Data Management Lead will ensure future projects and technology implementations meet defined standards, policies, and data models, participate in the development of business plans, implementation roadmaps and business cases across IT.</p> <p>The Master Data Management Lead will also play a senior role across the Data Governance Team, Data &amp; Analytics Team and associated Data Working Groups, to maintain a critical eye on the data needs of the business, making recommendations to the business for opportunities to improve existing data practices and implement new data options.</p>	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> <li>• Lead the development of standardised master data process, quality practices and controls across Melbourne Water</li> <li>• Provide functional and technical support to key initiatives related to master and reference data</li> <li>• Lead and own the master data plan and execution across critical data domains</li> <li>• Lead end to end master data analysis, data issue definition, root cause analysis and remediation</li> <li>• Assess, design, develop and implement Master Data Management solutions within complex system landscapes.</li> <li>• Develop, review, support, and conduct training relating to data tools and procedures where needed</li> <li>• Have a deep understanding of critical business operations, providing recommendations and influencing key stakeholder decisions to ensure master data quality and integrity is maintained.</li> </ul>	
KEY RESPONSIBILITIES	KPIs
<p><b>Master Data Management</b></p> <ul style="list-style-type: none"> <li>• Define the strategic and tactical direction for Master Data Management, in conjunction with senior business and IT stakeholders.</li> <li>• Provide input into the overall Data Governance and Data Management roadmap and strategic direction</li> <li>• Document and analyse the current state for Master Data across the organisation</li> <li>• Map out Target State for technology and associated business capabilities, and the plan on how to transition from current state</li> <li>• Act as an advisor on data migration and remediation initiatives and projects to understand impacts to data, changes required the</li> </ul>	<ul style="list-style-type: none"> <li>• Master Data discipline is developed and maintained</li> <li>• Feedback from key stakeholders</li> <li>• Technology SLA's defined, measured and adhered to</li> </ul>

Job level: Hay 16  
 Assessed by: P&C  
 Date Assessed: April 2022  
 Last reviewed date:



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<p>enterprise data model, ensure compliance to existing standards, and new standards required to be developed where needed in conjunction with data governance working groups</p> <ul style="list-style-type: none"> <li>Investigating non-IT dimensions of solutions (e.g., opportunities for business operations improvement)</li> <li>Act as a consultant to the Data &amp; Analytics team to ensure the correct data is made available for analytical solutions</li> <li>Own and support any Master Data technology solutions that are implemented.</li> <li>Manage and support the relationship with any 3<sup>rd</sup> party parties</li> </ul>	
<p><b>Engagement &amp; Communication</b></p> <ul style="list-style-type: none"> <li>Engage with business and technical teams to understand business needs and drivers</li> <li>Act as a trusted advisor to business</li> <li>Act as an internal consultant, providing advice to business on a range of IT-related matters (and involving other members of the IT team when appropriate)</li> <li>Influence multiple and diverse stakeholders, internal and external to the business to ensure objectives are met and the importance of Master data management is maintained</li> </ul>	<ul style="list-style-type: none"> <li>Participation in relevant business consulting and program management meetings and workshops</li> <li>Stakeholder satisfaction feedback</li> </ul>

**SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:**

- Master Data Management Skills
  - Strong experience in master data management and data governance roles
  - Skills in the data lifecycle, covering both technical and business processes.
  - Strong Data & Analytical skills
- Self-management skills
  - Able to work independently with minimal supervision
  - Able to exercise a high level of initiative
  - Able to demonstrate a high level of conceptual thinking, judgment and discretion
- Interpersonal skills
  - Very strong interpersonal skills: able to build and sustain effective working relationships at all levels, but particularly with senior business and IT stakeholders
  - Strong consulting skills and an ability to discuss IT requirements with the business in non-technical terms when required
  - Able to exercise influence over decision-making, without reliance on formal authority
  - Able to work effectively as part of a team
  - Strong written and verbal communication skills e.g., the ability to facilitate group discussions
- Project Management skills and experience
  - Appreciation of all phases of standard IT project methodologies (Waterfall and Agile)
  - Skilled in project planning and project estimation
- Analytical skills
  - Sophisticated conceptual analysis and problem-solving skills
  - Able to formulate solutions at a conceptual level and compare and evaluate potential solutions
  - Strong technical know-how - understanding of a broad range of technologies and their applicability
- Learning orientation
  - Able to rapidly acquire a sound high-level understanding of new business and technical domains
- Strategic orientation

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- Able to think strategically, to “see the big picture” and understand the context of detail
- Experience in utilities or related industry preferred
- Relevant tertiary qualification or demonstrated equivalent professional experience

### KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions and will work proactively to deliver a consistent customer experience.

#### Internal

- Business stakeholders
  - Works with senior business stakeholders to understand business direction and drivers, and to align IT plans, projects and delivery
  - Works with the Data Governance Working Groups on specific needs and opportunities
  - Works with business stakeholders on specific needs or opportunities
  - Collaborates with business teams through involvement in key forums
- IT Leadership Team
  - Works closely with IT Leadership Team to ensure that proposed plans and solutions have the support of the IT organisation and align with the IT Digital Strategy
- Architects / Systems Managers / Infrastructure / IT Operations / IT Service and Program Delivery
  - Works with other IT parties to understand the current and planned technology landscape and how potential solutions fit into this
  - Widely collaborates with the necessary parties to ensure that the scope and vision for programs are appropriate and feasible
- Project resources
  - Works with Digital Strategy & Planning, Program Managers, Project Managers, Business Analysts and other parties to shape solutions and ensure appropriate architecture governance at the program level

#### External

The Master Data Management Lead is required to work with a range of people external to Melbourne Water. This includes third party service providers, customers, external project managers, consultants, research organisations, auditors, industry peers and tech suppliers.

### SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

### OTHER COMMENTS:

This role requires the following:

- Tertiary qualification in Information Technology with an emphasis on systems architecture, and relevant knowledge demonstrated through practical and professional experience
- Criminal Records Check
- Medical Assessment

Location: 990 Latrobe Street, Docklands

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