WorkCover
QUEENSLAND

Manager Information Governance

Digital and Technology Group

Acknowledgement of Country

WorkCover Queensland respectfully acknowledges and pays respect to Queensland's Elders past, present and emerging. We acknowledge the Turrbal and Yugara people as the Traditional Custodians of the lands where our 280 Adelaide Street office stands. We thank the Traditional Custodians of Country throughout Australia for their ongoing custodianship of land, waters and community.

The meaning behind the artwork

"WorkCover Queensland acts as a support system for people, both employees and employers. Like cells in our bodies, following injury and illness, they provide structure and support during the rehabilitation process. Built on a platform of strong, authentic relationships, WorkCover Queensland is focused on expanding their existing relationships to create a broader range of genuine and diverse connections with communities throughout Queensland.

Through a strong sense of purpose, WorkCover Queensland continue to be the cells that connect and support people. With each new relationship, the cells of the network rebuild and grow, creating even stronger links throughout Queensland." — **Rachael Sarra, Aboriginal artist from Goreng Goreng Country**

About WorkCover Queensland

WorkCover Queensland (WCQ) has been providing workers' compensation insurance in Queensland for more than twenty years. Supporting Queensland workers and businesses is at the heart of everything we do. From customer service and managing claims, to accessing rehabilitation, preventing injuries, and making sure employers have the right cover to protect their team. The most important thing for us is keeping Queenslanders working and we understand everyone's needs are different.

- We are government-owned but self-funded.
- All Queensland employers must hold a WorkCover Accident Insurance policy unless they qualify as a self-insurer.
- We are customer focused.
- We are committed to keeping premiums low for employers while giving injured workers the best possible return to work support.

Further information about WorkCover can be found on [our website](#)

Our values
- Excellence
- Integrity
- Respect
- Responsiveness.

Our vision

To be the best workers' compensation insurer and make a positive difference to people's lives.

Our purpose

We partner with and support our customers to keep Queenslanders working, through:
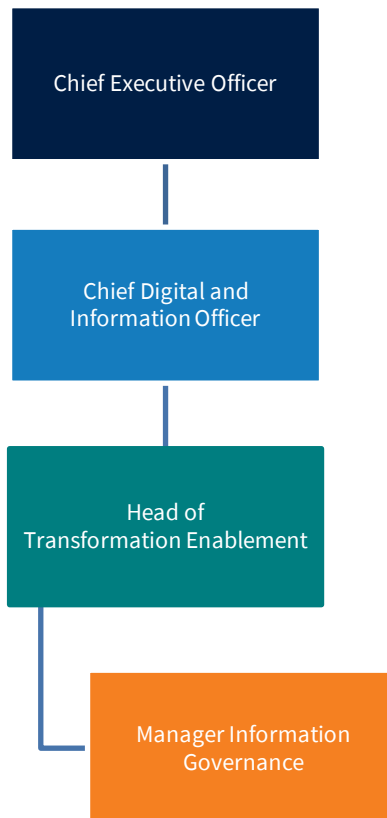
- Trusted partnerships underpin our focus on return-to-work outcomes.
- Tailored quality experiences for workers and employers
- Creating value for business through innovative and sustainable outcomes.
- Influencing and investing in injury prevention.

Our culture

At WorkCover Queensland our vision is to be the best worker's compensation insurer, to make a positive difference to people's lives and to keep Queenslanders working. Our flexible work environment allows you to be your best every day and contribute to the big picture.

Our organisation is made up of individuals who collaborate and seek to engage others, working together as One Team. We embrace diversity and value people who bring personal energy and authenticity to everything they do. If you're someone with a strong values-oriented compass and you want to achieve sustainable outcomes, you will find a great community at WorkCove

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About the position

Reporting to the Head of Transformation Enablement, the role forms part of the Digital and Technology Group team. You will work closely with business units across WCQ supporting the implementation and management of enterprise data governance goals, standards, practices and change management. This position has no direct reports. The purpose of this role is to:

— Develop a thorough understanding of business problems and how data management could potentially solve them to provide tangible commercial value.
— Support the coordination of data governance forums and working groups, action plans and approval processes, whilst assisting the business with managing operational rigour and risk as it relates to data.
— Create an appetite for data management and quality, bringing infectious positive enthusiasm that inspires others to act, encouraging cross-company collaboration.
— Champion the creation of a data-driven culture, related competencies, and data literacy including considerations to the cloud environments including Software-as-a-Service and Platform-as-a-Service leveraged by WCQ.

Key Responsibilities

Data Strategy, Governance and Quality

— Oversee and lead WCQ Data strategy acting as the custodian. This includes organisational reviews for operational effectiveness, communication of insights and presentation of evidence-based recommendations.
— Define and ensure clear accountability for data governance roles and responsibilities, safeguarding the company's principal information assets throughout the data lifecycle, including the establishment and oversight of methods for identifying and managing data issues.
— Develop data governance roadmaps to progressively build maturity across the enterprise.
— Report on the effectiveness of the data governance rollout to enhance data analytics, decision making and operational support.
— Ensure the appropriate behaviour in the valuation, creation, access, consumption and control of data and analytics, while also ensuring that all tools and insights consider historical performance and are validated for robust challenges.
— Roll out and implement data principles and goals across WCQ, while simultaneously improving data quality and management in the protection of sensitive data through the modification or creation of organisational policies, standards, principles, governance metrics, processes, related technology, tool capabilities, data cataloguing and data architecture.

— Develop and maintain process and procedure documentation, ensuring compliance with WCQ's records and information management policies, legislative requirements, and business standards, while also managing their development, maintenance, and communication to maximise awareness and compliance.

Data Design and Business Intelligence
— Develop patterns, standards, and methods to deliver trusted data to the right users in the right format and at the right time to harness business value.
— Provide end-to-end management for data governance and data quality products, utilising contemporary practices and capabilities from analysis through to implementation, quality assurance, and support.
— Ensure discipline in managing identified risks and improving controls to align with WCQ's external profile and risk to reputation, ensuring that applications, platforms, products, and technology solutions comply with industry regulations and standards to meet compliance obligations.
— Partner with all business groups to understand and translate BI, data and analytics insights and reporting.
— Evaluate data quality solutions and work closely with vendors to design solutions and ensure their effectiveness.
— Foster a growth mindset to enhance efficiency and effectiveness of services delivered to WCQ customers and stakeholders.

Stakeholder, Change and Relationship Management
— Serve as a liaison between business and functional areas and technology to ensure that data related business requirements for protecting sensitive data are clearly defined, communicated, and considered as part of operational prioritisation and planning.
— Build strong business relationships based on trust and delivery, while maintaining and fostering relationships with all stakeholders, including those within the organisation, external suppliers, and customers.
— Lead change initiatives which demonstrate a deep understanding of the impacts on all parts of the organisation.
— Encourage a culture of customer first, driven by data and analytics, understanding of goals and where value can be added.
— Exercise their ability to engage, influence and lead across functional teams.
— Work closely with Executive and Senior Leadership Teams (ELT and SLT) and business stakeholders to ensure data risks and governance are managed across the enterprise.
— Actively participate as a key stakeholder in the business governance domains, such as business strategy and planning, management and financial reporting, enterprise architecture, IT strategy and planning, risk and compliance, and marketing strategy and planning.
— Maintain strong liaison and alignment with the WCQ Privacy Committee.

Risk and Issue Management
— Work with the ELT and SLT to identify, record and appropriately manage risks relating to meta data and data platforms.
— Ensure that each risk assigned has a suitable treatment strategy developed and is adhered to.

Financial Management
— This position holds no financial delegations however provides support to the Head of Transformation Enablement to drive achievement of financial management targets.
— Contribute to the preparation of annual budgets and expenditure plans for data governance programs of work.
— Manage suppliers and contracts in executing the data governance framework and maturity.
— Provide regular reports and insights to the ELT and SLT regarding budget and requirements of the Data Governance Framework.

Qualifications and Experience

— Tertiary degree in business administration, technology, or related fields.
— 8+ years' experience in data management, such as daily operations of a data analytics and reporting platform.
— 2+ years in a similar data governance management role focused on complex and multiple platforms, advising on a diverse set of strategic and operational issues.
— High level expertise in leading data governance frameworks and big data solutions.
— A strong background in the deployment of information and process systems and change programs to underpin business strategy.
— Experience working with industry standards, regulations and guidelines in data and privacy is highly desirable.
— Demonstrated experience in successful delivery of a large, complex program of work is highly valued.
— Experience working with EDRMSs or similar products is highly desirable.
— Exposure to a CRM, Data Lake, Data Mart, and Warehouse solutions is preferrable.
— Experience working in industry sectors such as Insurance and Government Owned Corporations is advantageous.

Demonstrated Capabilities

Strategic thinking

— Understand, promote, and support strategic agenda and set an appropriate supporting direction for the team.
— Translate business strategies into effective workforce strategies that improve organisational performance.
— Recognise where a change to process or practice presents an opportunity for enhanced efficiency or
— effectiveness
— Identify the relationship between strategic priorities and own tasks and applies the underlying rationale for decisions.

Achieving Results

— Design and develops systems to establish and measure accountabilities, monitor, and maintain business unit knowledge of and compliance with legislative and regulatory frameworks, and drive a culture of achievement while acknowledging input from others.
— Model the highest standards of financial probity and drive a continuous improvement agenda by defining high-level objectives and translating them into practical implementation strategies.
— Monitor the effectiveness of the data governance framework and program of work and makes the required changes.
— Model the highest standards of financial probity, demonstrating respect for public monies and other resources.
— Drive a continuous improvement agenda, define high level objectives, and translate these into practical implementation strategies.
— Implement documented procedures for hazard identification and WHSW risk management and ensure that workers, including volunteers and contractors, abide by all WHSW procedures.

Communicating with Influence

— Communicate the parameters and expectations surrounding organisational strategies.
— Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve them.
— Work with stakeholders to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes and organisational policies.
— Seek and apply the expertise of key individuals to achieve organisational outcomes.
— Actively address and remove barriers to achieve goals.

Group

— Role model WorkCover values and support business visions and directions in all dealings with customers, external suppliers, and our people
— Operate in line with regulations, policies, procedures, and contractual arrangements.
— Ensure that all records are maintained in accordance with WorkCover's records management policies and procedures and meet legislative and business requirements.
— Adhere to appropriate financial, establishment, records management, risk management and audit controls.
— Think and act commercially balancing risk management and budgets.
— Achieve a reasonable work life balance for you and your team.

Behaviours

WorkCover has five Core capabilities that embody our values and apply to all our roles. Each capability defines excellence in behavior at work and the definition then establishes the benchmark against which people are expected to demonstrate.

Core

Strives for excellence

Strives for excellence in skill and behaviour through continuous improvement, learning, passion to achieve and commitment to overcoming obstacles. **Looks to do things better** – wants to find better ways of doing things; keeps track of outcomes. Positively accepts and acts on feedback from others.

Acts with integrity

Acts authentically in a way which is fair, transparent, and consistent with what is said and expected to achieve results; Aligns behaviours with own values and the values of WorkCover Queensland, especially in challenging circumstances. **Walks the talk** – is consistently and openly honest, honouring promises and agreements; shares information, insights, or comments about work in appropriate forums rather than remaining silent or undermining behind the scenes; and serves all equally in accordance with personal and organisational values.

Is responsive to the needs of others

Focuses one's efforts on discovering, understanding, and balancing the needs of customers; Empowers others to achieve outcomes in alignment with WorkCover Queensland's customer strategy principles, internal policies, and legislation. **Understands the need** – Strives to develop an understanding of customer needs through formal and informal processes and information gathering and communicates these needs to the team. Proactively identifies and addresses issues affecting the customer experience.

Demonstrates respect

Ability to care for, empathise with other people, ensuring they feel valued through **actively listening** to views and opinions of others, understanding feelings and concerns, and adjusting one's responses accordingly.

Builds relationships

Values and deeply understands the role of our stakeholders; makes it easy to connect, develops and maintains relationships and networks both internally and externally with the goal of working better together. Collaborates to advance projects or goals.

There are six additional leadership capabilities for WorkCover leaders.

Vision and Culture

Leads with courage and vision

Provides clarity, focus and inspiration regarding key strategic priorities and change initiatives; proactively manages change resistance; uses courage to drive WorkCover Qld towards its strategy.

Thinks strategically

Critically solves problems and sets mid and long-term strategies for the business, creates opportunities, and mitigates risks by acting now to address future challenges and opportunities.

Fosters a culture of collaboration

Proactively collaborates across the business through inclusive leadership, fostering teamwork as opposed to working separately or competitively, and breaking down silos.

Driving Outcomes

Creates a sustainable future

Actively sets WorkCover Queensland up for a sustainable future through creating efficiencies, improving processes and innovating, as well as fostering the long-term growth, development and resilience of self and others.

Drives performance

Demonstrates judgement, agility, and decisiveness to solve complex problems and drive performance through results and behaviours that are aligned with WorkCover values.

Demonstrates accountability

Accepts and delegates authority whilst enabling others to act with purpose; is intrinsically motivated to hold self, others, and teams to account for achieving results. Owns individual decisions.