|  |  |
| --- | --- |
| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** |
| Manager, Data Governance & Client Integrity | N/A |
| **THIS ROLE EXISTS TO: (PURPOSE)** |
| The Senior Data Administrator role has been developed to drive data management processes and support the Manager Governance Data and Client Integrity in delivering an integrated data governance framework across UPD.The Senior Data Administrator role will be pivotal in conducting holistic data QA and rectification packages across existing data sets within UPD. It applies an overarching lens on driving data and system synchronization with a single source of truth. The outcomes of this role will help drive organizational decision-making processes and provide accurate and consistent reporting.  This role has links to both with existing and future organizational improvement programs such as the Urban Planning and Development (UPD) Improvement Program and Building a Better Melbourne Water (BBMW) |
| **Key accountabilities:** |
| * Supporting the development and implementation of a data governance framework managing the Development Services Scheme (DSS) and related data sets across Urban Planning and Development (UPD) teams.
* Proactively undertake data quality assurance (QA) activities, developing rectification programs across all UPD data sets.
* Provide timely and accurate information and advice to staff across Melbourne Water regarding UPD data assets.
* Managing, monitoring and maintaining UPD datasets. Recommending changes, updates and modifications to data structure as required.
* Support application development (i.e. Maximo, GIS, DevConnect etc.) programs that directly impact on data management.
* Provide mentoring and support to junior team members, driving continuously improvement in data management and quality assurance ensuring best practices are incorporated as part of BAU operations.
* Directly oversee and manage data validation programs, ensuring data sync between systems and a single source of truth
* Support an integrated reporting strategy, utilising timely, accurate and meaningful information providing status updates represented through enterprise based applications where applicable.
* Taking care of own and colleagues Health & Safety through the identification of and reporting of hazards and active involvement in implementing initiatives
 |
| **KEY RESPONSIBILITIES** | **KPIs** |
| **Data Governance and Quality Assurance*** Work directly with data governance manager to support the development and management of an integrated data governance strategy within UPD.
* Ensure knowledge base system are reviewed and updated, supporting documentation of process changes including system and data requirements as needed.
* Actively work with business stakeholders to identify opportunities for improved data management.
* Actively review and conduct data QA checks across UPD, developing data rectification strategy with support from the Manager Data Governance.
* Conduct data sync exercise between systems to ensure data accuracy and a single source of truth of information across systems.
* Actively contribute to the management of UPD data risk register, reviewing and managing rectification steps as required.
 | * Development and ongoing management of UPD data risk register. This incorporates periodic progress updates to management.
* Demonstrated improvement in data quality and management process.
* Completed data hierarchy model of UPD asset information outlining data touch points and dependencies between systems
* Customer feedback indicating an increased capability and use of analytics in their teams and that customer expectations are met
 |
| **Continuous Improvement*** Work with key stakeholders within UPD to identify, scope and assess data QA and improvement works.
* Mentoring and supporting junior staff within the data governance team to improve their holistic understanding UPD data and processes.
* Assess opportunities to improve UPD’s data management approach through process or system changes.
* Identify, scope and assess data analysis opportunities within UPD.
* Attend internal and external workshops and conferences to stay informed of current best practice in data management
 | * Positive team and internal customer satisfaction measured through ongoing UPD satisfaction survey
* Improvement in customer experience benchmarking
* Demonstrated ability to achieve positive outcomes through influence and collaboration
 |
| **Reporting** * Support the development and ongoing management of data reporting across UPD with a specific focus around data management.
* Periodically review and support integrated reporting between systems.
* Actively review and develop data QA monitoring reports to review and assess data accuracy.
 | * Development of new and meaningful reporting across UPD.
* Actively contributes to end of month (EOM) reporting
 |
| **Team performance*** Contribute to the development and implementation of team culture and objectives.
* Knowledge sharing in relation to asset information, business processes and supporting systems.
* Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.
 | * Constructive participation in team activities assessed by Team Leader.
* Compliance with Corporate H&S procedures and the team Safety Management Plan actions.
 |

|  |
| --- |
| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| **Technical** * Experience and understanding of current best practices for data management and QA process including phased delivery models.
* Extensive project management experience with an overarching lens on data management and delivering complex data validation programs.
* Working level understanding of data structures and data relationships with the ability to correlate and collate information from multiple systems.
* Ability to proactively identify and document existing data issues, investigating root cause and recommend appropriate actions to resolve.
* Experience with the use of asset management information systems, including GIS, Maximo, DevConnect and CRM.
* Experience in reporting systems and developing status-based reporting across multiple QA programs.
* Demonstrated ability to develop effective guidelines, procedures and instructions across systems with a focus on data management and quality.
* High level of ability to develop and implement practical solutions to complex problems associated with data and information management

**Functional** * Strong stakeholder and customer engagement skills able to build meaningful relationships across all levels.
* Excellent verbal and written communication skills.
* Able to exercise a high level of initiative, including independence and discretion in determining priorities and work standards.
* Demonstrated ability to deliver outcomes given broadly stated objectives in a dynamic and rapidly changing environment.
* Experience and understanding of the water industry is preferred.

**Behavioral*** An orientation towards performance, innovation and business transformation.
* Excellent interpersonal skills and the ability to build and influence strong collaborative working relationships with internal and external stakeholders.
* Excellent organisational, verbal and written communication skills
* Proven ability to manage and prioritise work schedules to meet team and personal deadlines while delivering quality results.
* Demonstrated and proactive health and safety leadership and a personal commitment to Health and Safety procedures, policies and plans.
 |
| **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*** Urban Planning and Development (UPD) group.
* Asset managers and operators within Melbourne Water’s Service Delivery Group
* IT system managers

**External*** Application Developers
 |
| **SALARY RANGE:** |
| * Level 5
* *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: * Extensive experience and in data management and data governance procedures.
* Prior management of large scale data QA and rectification programs.
* Pre-employment checks (Criminal Records Check)
* Flexibility to meet customer requirements and business requirements.

Location: 990 La Trobe Street, Melbourne 3008 |