

Role Description

Data Steward



Customer
Service

| | |
|---------------------------|--|
| Cluster | Customer Service |
| Department/ Agency | Department of Customer Service |
| Division/ Branch/Unit | Customer Delivery and Transformation / Data, Insights and Transformation / Data Analytics Centre |
| Classification/Grade/Band | Clerk Grade 7/8 |
| Role Number | 49196 |
| ANZSCO Code | 224711 |
| PCAT Code | 1223392 |
| Date of Approval | July 2019 |

Primary purpose of the role

Responsible for the safe ingestion of data into the Branch, in accordance with defined data management standards and practices. The role is also responsible for ensuring that the respective data is stored, curated and disposed of in compliance with applicable security, privacy and data sharing legislation and standards.

Key accountabilities

- Work with other members of the Data Governance team to source and manage the transfer of data from NSW Government agencies and third parties to the Branch environment, to support the delivery of approved priority projects
- Work with data stewards across government to facilitate effective, secure and timely data exchange
- Apply and communicate information management standards relating to the location, media-type and security requirements to facilitate efficient and secure transfer and exchange of data
- Setup, manage and maintain data access and privacy controls for the data holdings of the Branch
- Maintain an inventory of information assets which are subject to relevant legislation, and provide reports on data assets, disposal and compliance
- Apply established data governance processes and procedures to ensure that the Branch is compliant with relevant data sharing, privacy and security legislation, standards, and guidelines
- Report on information-related risks to Manager
- Provide advice on data governance and process/es to team members to ensure understanding of data protection requirements and practices

Key challenges

- Working with stakeholders to facilitate the secure and timely transfer of data to the Branch
- Remaining current with industry best practice for data management and governance, and changes to relevant legislation and standards

Key relationships

| Who | Why |
|-------------------------------------|--|
| Internal | |
| Manager | <ul style="list-style-type: none"> Escalate issues, keep informed, advise, receive guidance and instructions Provide recommendations and inform through reporting any sensitive and emerging issues/risks Participate in meetings and discussions to share information and provide input and feedback |
| Project and Work Teams | <ul style="list-style-type: none"> Support team members and work collaboratively to contribute to achieving the teams business outcomes Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice Represent work group perspective and share information Review work and proposals of team members |
| Stakeholders | <ul style="list-style-type: none"> Provide a client-focused approach to service delivery Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution Provide operational advice on data governance and related issues Consult and collaborate on processes and procedures for complying with data governance |
| External | |
| External Customers/ Stakeholders | <ul style="list-style-type: none"> Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards Work together to ensure data is transferred securely to the DAC environment |
| Other Government Agencies | <ul style="list-style-type: none"> Provide and share information, discuss and seek input on matters or issues |

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Principal Data Steward, Data Analytics Centre

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service delegations

Essential requirements

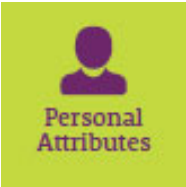



- Satisfactory Criminal Record Check
- Working with Children Check

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|--|---------------------------------------|---------------------|
| Capability Group | Capability Name | Level |
|  Personal Attributes | Display Resilience and Courage | Intermediate |
| | Act with Integrity | Intermediate |
| | Manage Self | Adept |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Adept |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Intermediate |
|  Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Intermediate |
|  Business Enablers | Finance | Foundational |
| | Technology | Intermediate |
| | Procurement and Contract Management | Foundational |
| | Project Management | Intermediate |

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|--|--------------|--|
| Group and Capability | Level | Behavioural Indicators |
| Personal Attributes Display Resilience and Courage | Intermediate | <ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations |
| Personal Attributes Manage Self | Adept | <ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation |
| Relationships Communicate Effectively | Adept | <ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats |
| Relationships Commit to Customer Service | Intermediate | <ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers |
| Results Deliver Results | Intermediate | <ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|---|
| Results Think and Solve Problems | Intermediate | <ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit |
| Business Enablers Technology | Intermediate | <ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |