

Role Description

Senior 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 9/10
ANZSCO Code	224711
PCAT Code	1223392
Date of Approval	September 2020

Primary purpose of the role

Manage and coordinate the Branch's data governance and stewardship activities, ensuring compliance with defined data management standards of practice. The role is also responsible for managing secure and efficient data acquisition, storage, sharing and disposal, in compliance with applicable security, privacy and data sharing legislation and standards..

Key accountabilities

- Provide expert advice and input to the development of and application of data governance processes and procedures to ensure that the branch is compliant with relevant data sharing, privacy and security legislation, standards, policies and guidelines.
- Coordinate the effective, secure and timely acquisition and curation of strategic and sensitive data assets to support analytics projects and strategic operational goals, including defining and communicating standards and requirements and to ensure optimal accessibility, while maintaining appropriate protection
- Coordinate and undertake set up, management and maintenance of data access, privacy and record management controls for the data holdings of the branch, ensuring regular monitoring and reporting on compliance with policies
- Coordinate the implementation, operation and use of data governance tools to ensure effective and efficient stewardship of the Branch's data assets and promote their accessibility and use, including maintaining an inventory of data assets that describes relevant legislation, lineage, data standards and business terms.
- Mentor, guide and train data stewards and other staff, ensuring understanding of and compliance with data governance and quality requirements, to promote safe use and sharing of sensitive data to meet business needs.
- Review and implement data stewardship and data governance policy and processes in line with feedback on practical operational implementation, ensuring compliance with legislation, policy and standards is maintained
- Contribute to the Branch's risk management and reporting function and report information-related risks to manager to ensure alignment with Cluster data security requirements and practices

- Prepare correspondence, written reports, publications, and briefs, that are informative and aligned with the Branch requirements, to provide timely responses to agency, government or ministerial requests.

Key challenges

- Developing and maintaining effective relationships with stakeholders, within and external to government to ensure secure and timely acquisition and sharing of data and insights within a complex, sensitive and changing environment
- Delivering a high quality and efficient data stewardship service for a range of projects and initiatives in a fast-paced environment while ensuring compliance with legislation, policies and standards is maintained.
- Remaining current with industry best practice for data management and governance, and changes to relevant legislation and standards

Key relationships

Who	Why
Internal	
Executive Director	<ul style="list-style-type: none"> • Provide advice and contribute to decision making • Highlight and prepare draft responses to emerging governance and reporting issues
Director/Leadership Team	<ul style="list-style-type: none"> • Provide advice and contribute to decision making • Receive guidance and provide regular updates on key projects issues and priorities
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 • Participate in meetings and discussions to share information and provide input and feedback
Customer/ 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 expert advice on data governance and related issues • Consult and collaborate on processes and procedures for complying with data governance
External	
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 standard
Vendors/Service Providers	<ul style="list-style-type: none"> • Provide input and business requirements and assist in resolving routine issues • Assist in monitoring provision of service to ensure compliance with contracts and service arrangement

Who	Why
	<ul style="list-style-type: none"> Assist with managing contracts, including communications and business requests to ensure contract compliance
Industry professionals/ consultants	<ul style="list-style-type: none"> Collaborate with and seek/maintain specialist knowledge/advice Participate in forums, groups to represent the agency and share information Participate in discussions regarding innovation and best practice
Other Government Agencies	<ul style="list-style-type: none"> Provide and share information, discuss and seek input on matters or issues Build relationships to inform detailed understanding of data assets and facilitate secure and timely data exchange

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or 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. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

This role reports to the Principal Data Steward

Direct reports

This role has no direct reports

Budget/Expenditure

Nil

Key Knowledge and Experience

- Working knowledge of challenges and issues involved with data management, privacy and security

Essential requirements

- Satisfactory Criminal Record Check

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and



business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats 	Adept

		<ul style="list-style-type: none"> Use contemporary communication channels to share information, engage and interact with diverse audiences 	
	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience 	Adept

- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of Adept technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate



Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Project Management	Understand and apply effective planning, coordination and control methods	Adept
