Role Description
Data Quality Officer

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Customer, Delivery and Transformation / Births, Deaths and Marriages
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	224712
PCAT Code	1129192
Date of Approval	April 2020

Primary purpose of the role

Manage review and plan improvements for the electronic data held by the Branch. The role works closely with the Manager, to provide insight, feedback and resolution to data issues that may be encountered.

Key accountabilities

- Manage data quality, including identifying, developing and reviewing changes to data, procedures and supporting documentation to ensure the integrity of Registry data and that relevant legislation is adhered to
- Provide business oriented advice to internal and external customers regarding data quality-related issues policies, procedures, legislation, products and services, to ensure compliance with legislation and the availability, integrity and security of data
- Plan, manage and monitor resources to ensure the achievement of data quality objectives
- Develop, test and implement strategies in conjunction with Information Technology Services and the vendor to modify data presentation and manual cleanse individually identified migrated records to support continuous service delivery
- Identify, monitor and review performance measures and targets to provide advice that will enable recognition of good performance, identification of where effective management of poor performance is required and to inform decision making
- Develop and maintain professional relationships with key internal and external business partners, to provide information and advice regarding data quality issues and support the effective delivery of services
- Identify, interpret and analyse data using linking and statistical techniques to answer straightforward business problems including the identification of trends and/or patterns in simple data sets, and to create inferences or insights

Key challenges

- Working to ensure that data available is fit for purpose and meets both internal and external requirements while complying with the legislative framework and policies around data

- Maintaining an effective and productive working relationship between different part of the business and vendor/s given competing priorities
- Maintaining vigilance towards the potential for staff corruption and implementing processes to minimise such risk given the sensitive nature of the information handled

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise, receive guidance and instructions • Provision of expert quality advice and reporting
Work Team	• Provide training support to all Branch Staff on data quality related matters Provide technical advice regarding data related procedures, policies, and legislation
Digital and Core systems team	• Plan and manage system changes to ensure data quality requirements are met at a system level
External	
Customers/Stakeholders	• Provide business-oriented advice regarding policies, procedures, legislation, products and services

Role dimensions

Decision making

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

Reporting line

Senior Advisor Quality

Direct reports

This role has no direct reports

Budget/Expenditure

As per Customer Service Delegations

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Capabilities for the role
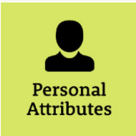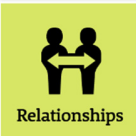
The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles 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	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• 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
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence	Intermediate

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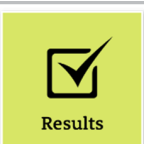|		• Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate
SFIA	**Delivery and Operation, Service Operation, Incident management** The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration	• Following agreed procedures, identifies, registers and categorises incidents. • Gathers information to enable incident resolution and promptly allocates incidents as appropriate. • Maintains records and advises relevant persons of actions taken	**Level 3 – USUP**

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**
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate

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COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

Occupation specific capability set

SFIA	Delivery and Operation, Service Operation, IT Infrastructure	The operation and control of the IT infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services) that is required to deliver and support the information systems needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability. The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components	Level 2 – ITOP
	Delivery and Operation, Service Operation, Application support	The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site specific modifications, updating documentation, manipulating data, or defining	Level 3 – ASUP

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Capability group/sets	Capability name	Description	Level
		enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support	

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