

# Role Description

## Information and Data Governance Manager



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Information and Communications Technology
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	135199
Role Number	52019701
PCAT Code	3126392
Date of Approval	September 2023
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

### Primary purpose of the role

The Information and Data Governance Manager is responsible for developing and implementing strategies, policies, and practices to ensure the proper management, protection, and utilisation of NSW SES's information and data assets. This role involves creating a robust framework for data governance, defining data standards, and overseeing compliance with relevant regulations. The Information and Data Governance Manager plays a crucial role in managing data accuracy, security and accessibility while aligning data practices with business goals.

### Key accountabilities

- Develop and implement information and data governance frameworks, policies, procedures, controls and standards that aligns with regulatory requirements

- Define and maintain information and data standards and data quality rules to ensure the accuracy, consistency, and integrity of data
- Define and maintain information architecture across the NSW SES Digital Workplace to ensure information is easily accessible to all members
- Identify data owners and custodians for different data domains, assigning responsibilities for data quality, access control, and compliance
- Support data owners to classify data, based on sensitivity and importance and establish security measures to protect sensitive information from unauthorised access or breaches
- Monitor data compliance trends and stay updated on relevant data protection laws and industry regulations. Apply these practices to facilitate a collaborative approach to safeguard information security and data governance across the organisation
- Implement mechanisms for monitoring and continuously improving data quality, including data profiling, validation, and cleansing processes to protect the organisation's assets and minimise risk
- Collaborate with subject matter experts, cross-functional teams, relevant business units and stakeholders to identify and assess potential risks and vulnerabilities in the organisation's information systems and data governance
- Facilitate the proactive release of data to improve open and shared data practices in line with NSW Government data-sharing guidelines and to support open government and digital transformation initiatives

## Key challenges

- Maintaining data accuracy, security, and accessibility while aligning data practices with business goals
- Providing direction regarding the quality, security, integrity, accuracy, consistency, privacy, confidentiality and accessibility of, and ethical use of, information across its lifecycle
- Promoting culture of awareness and understanding in relation to information and data governance across the organisation

## Key relationships

Who	Why
<b>Internal</b>	
Senior Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise, receive guidance and instructions</li> <li>• Provide expert advice to guide data practice projects</li> <li>• Collaborate on projects and outcomes</li> <li>• Participate in discussions and decisions regarding service and process transformation, operational plans, and data governance/management</li> <li>• Provide input to recommendations for changes and improvements to policy and practice</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Participate in meetings to obtain the work group perspective and share information and provide input on issues</li> <li>• Consult with team members on data governance and management strategy development and other matters relating to assure alignment with existing records and information management policy and standards</li> <li>• Support team members and work collaboratively to contribute to achieving the team's business outcomes</li> </ul>

Who	Why
Data owners and custodians	<ul style="list-style-type: none"> <li>• Work Closely to improve the quality of data and data management processes</li> </ul>
Clients / Customers	<ul style="list-style-type: none"> <li>• Liaise to understand current and future customer needs</li> <li>• Provide expert information and advice on data governance</li> <li>• Provide advice and guidance on implementation of the data governance model</li> </ul>
Data Analytics Centre	<ul style="list-style-type: none"> <li>• Consult with to ensure alignment with established, NSW Government data analysis practices</li> </ul>
<b>External</b>	
Suppliers/ Vendors	<ul style="list-style-type: none"> <li>• Obtain industry intelligence on technological developments</li> <li>• Resolve and provide solutions to issues</li> </ul>
Industry professionals /consultants	<ul style="list-style-type: none"> <li>• Maintain specialist knowledge and keep up with best practice in data management</li> <li>• Participate in forums, groups, and working parties to represent the agency and share information relating to data management and governance</li> <li>• Participate in discussions regarding innovation and best practice relating to data management</li> </ul>
Government Agencies	<ul style="list-style-type: none"> <li>• Establish and maintain strong relationships with Stronger communities Cluster agencies</li> <li>• Work collaboratively on shared initiatives</li> </ul>

## Role dimensions

### Decision making

The role:

- Makes decisions and provides direction regarding the quality, security, integrity, accuracy, consistency, privacy, confidentiality and accessibility of, and ethical use of, information across its lifecycle
- Acts as a subject matter expert for information and data governance related initiatives
- Provide regular updates to executives on live status of the information security and governance program outlining the potential risks which will allow for informed decision-making and strategic planning
- Develop compliance reports, business cases, and other forms of written advice as well as data recovery and continuity plans to maintain data availability during crises (with minimal input from the manager)

### Reporting line

The role reports directly to the Senior Manager Operational Systems.

### Direct reports

This role has no direct reports.

### Budget/Expenditure

Nil

## Essential requirements

- Formal qualification(s) in Information Management, Data Governance, or a related field; or demonstrated experience in implementing Information and Data Governance frameworks and policies
- Familiarity with data privacy regulations (such as the Australian Privacy Act, GDPR, CDR, CCPA) and their impacts on data governance
- Experience with data governance technologies and utilities (such as data cataloging, data lineage, data governance platforms)
- Understanding of emergency management systems and procedures
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

*You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.*

## Capabilities for the role





The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework).

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)


## 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	Adept
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	<b>Influence and Negotiate</b>	<b>Adept</b>
 Results	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Adept</b>

## Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Strategy and Architecture, Strategy and planning, Information management	Level 5 – IRMG
	Development and implementation, Data and Analytics, Data management	Level 5 – DATM

## 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
<b>Personal Attributes</b> <b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept	<ul style="list-style-type: none"> <li>Keep up to date with relevant contemporary knowledge and practices</li> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>
<b>Relationships</b> <b>Work Collaboratively</b> Collaborate with others and value their contribution	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>
<b>Relationships</b> <b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	Adept	<ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>• Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>• Influence others with a fair and considered approach and sound arguments</li> <li>• Show sensitivity and understanding in resolving conflicts and differences</li> <li>• Manage challenging relationships with internal and external stakeholders</li> <li>• Anticipate and minimise conflict</li> </ul>
<b>Results</b> <b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	Advanced	<ul style="list-style-type: none"> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes</li> <li>• Drive a culture of achievement and acknowledge input from others</li> <li>• Determine how outcomes will be measured and guide others on evaluation methods</li> <li>• Investigate and create opportunities to enhance the achievement of organisational objectives</li> <li>• Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>• Control business unit output to ensure government outcomes are achieved within budgets</li> <li>• Progress organisational priorities and ensure that resources are acquired and used effectively</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> <b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	Adept	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>
<b>Business Enablers</b> <b>Project Management</b> Understand and apply effective project planning, coordination and control methods	Adept	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
<b>Strategy and Architecture, Strategy and planning</b> Information management	Level 5 – IRMG	<ul style="list-style-type: none"> <li>Ensures implementation of information and records management policies and standard practice.</li> <li>Communicates the benefits and value of information, both internal and external, that can be mined from business systems and elsewhere</li> <li>Reviews new change proposals and provides specialist advice on information and records management. Assesses and manages information-related risks</li> <li>Contributes to the development of policy, standards and procedures for compliance with relevant legislation</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Development and implementation, Data and Analytics</b> Data management	<b>Level 5 – DATM</b>	<ul style="list-style-type: none"><li>• Devises and implements master data management processes</li><li>• Derives data management structures and metadata to support consistency of information retrieval, combination, analysis, pattern recognition and interpretation, throughout the organisation</li><li>• Plans effective data storage, sharing and publishing within the organisation. Independently validates external information from multiple sources</li><li>• Assesses issues that might prevent the organisation from making maximum use of its information assets. Provides expert advice and guidance to enable the organisation to get maximum value from its data assets</li></ul>