

Role Description

Data Quality Specialist Lead

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10562-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1229192
Date of Approval	July 2023
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is responsible for developing and leading a team of analysts to accurately manage data quality in student management systems. They are also responsible for managing the development and implementation of administrative, communicative and data remediation activities within the domain of Data Quality Management to ensure work is accurately reflected in business systems and that the reporting requirements and associated documentation is completed to meet project and/or business deadlines.

Key accountabilities

1. Manage and lead a team in the delivery of student records remediation project tasks, including testing, data analysis and providing accurate remediation outcomes to ensure security, integrity, reliability and confidentiality of data.
2. Provide subject matter expert advice and support in the creation of business rules, procedures and clarification of policies and processes to ensure effective communication of context and consistency in application.
3. Analyse complex data error reports and document business scenarios and remedy actions, in line with established procedures.
4. Lead the design, implementation and continual improvement of quality data remediation procedures and standards to support efficient ways of working and ensure business readiness of People Soft Implementation.
5. Design and deliver specialist training focused on remediation of records and cleanse reports and produce relevant training materials for Data Quality Management (DQM) officers to uplift data remediation capabilities ensuring quality, accuracy and integrity of remediation data.
6. Schedule and prioritise all DQM officers using an agile framework for regular and ad-hoc urgent work requirements using relevant technology enablers.
7. Work collaboratively with all TAFE NSW Staff to ensure optimisation of service delivery, business excellence and business improvement for People Soft implementation and Business Readiness.
8. Combine functional and business knowledge with strong technical expertise of Student Management Lifecycle systems in order to drive efficiencies, best practices, promote data integrity and ensure delivery of accurate reporting of this data to the business.
9. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
10. Place the customer at the centre of all decision making.
11. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
12. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

Key challenges

- Balancing competing demands of working in a high-volume work environment and planning work to align with deadlines.
- Understanding the impacts of data remediation activities and improvements to ensure that the appropriate advice, guidance and training is provided to enable the teams to effectively deliver the remediation outcomes.
- Maintaining in depth understanding of types of data and systems across various business process catalogues or works to inform remediation activities.
- Maintaining stakeholder relationships in an ever changing business environment with conflicting and/or competing priorities.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, advice and support.

Direct Reports	<ul style="list-style-type: none"> • Provide leadership, advice and support. • Provide guidance on work priorities, expected behavioural and work quality standards.
Data Quality Support Coordinators	<ul style="list-style-type: none"> • Provide support on data quality program administrative, technical and stakeholder liaison activities as assigned. • Guide and inform on data quality activities on complex issues. • Guide and collaborate on documentation of business scenario, data quality issues and remediation matter for various purposes. • Liaise, inform and share on continuous improvement activities including documentation of processes and team resources.
Business and related stakeholders	<ul style="list-style-type: none"> • Collaborate on optimisation of service delivery, business excellence and business improvement initiatives. • Liaise and inform on activities related to data quality management program requirements such as business systems and user impacts.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks. (Only if the position has direct reports).
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Data Quality Manager

Direct reports

~ 10

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree in relevant discipline or equivalent skills, knowledge and experience
3. In depth understanding and knowledge of business systems such as corporate, finance, student administration, or similar, and experience supporting implementation of systems improvement initiatives.
4. Experience in managing a team providing administrative, documentation, technical and communications support to data quality, cleansing, remediation programs/projects in high volume environment to tight timeframes.
5. Demonstrated stakeholder engagement skills in delivering projects within scope and timeframes.

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

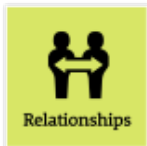
Focus capabilities

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
 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 Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<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

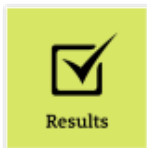


Work Collaboratively

Collaborate with others and value their contribution

- Recognise outcomes achieved through effective collaboration between teams
- Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
- Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
- Network extensively across government and organisations to increase collaboration
- Encourage others to use appropriate collaboration approaches and tools, including digital technologies

Advanced

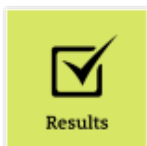


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- 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

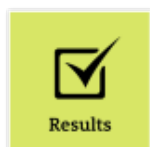


Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- 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
- 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

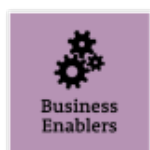
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Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

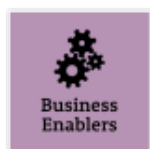
- Assess work outcomes and identify and share learnings to inform future actions
 - Ensure that own actions and those of others are focused on achieving organisational outcomes
 - Exercise delegations responsibly
 - Understand and apply high standards of financial probity with public monies and other resources
 - Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
 - Conduct and report on quality control audits
 - Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks
- Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

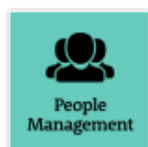
- Identify opportunities to use a broad range of technologies to collaborate
 - Monitor compliance with cyber security and the use of technology policies
 - Identify ways to maximise the value of available technology to achieve business strategies and outcomes
 - Monitor compliance with the organisation's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



Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
 - Prepare clear project proposals and accurate estimates of required costs and resources
 - Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
 - Identify and evaluate risks associated with the project and develop mitigation strategies
 - Identify and consult stakeholders to inform the project strategy
 - Communicate the project's objectives and its expected benefits
 - Monitor the completion of project milestones against goals and take necessary action
 - Evaluate progress and identify improvements to inform future projects
- Adept



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others







- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks





Adept

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.

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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	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
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate