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| Job title: Coordinator Data and Analytics | |
| Classification: Senior Executive Officer | Effective Date: 1 August 2024 |
| Reports to: Manager Organisational Technology | Tenure: Permanent Full Time |

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The position will manage a small team undertaking functions contributing to the reporting and analysis of data within the Organisational Technology Department. In performing this role, the successful candidate will be responsible for:

- Contributing to a positive culture and team culture, and demonstrating WCC values
- Managing a team and providing direction in relation to the Data & Analytics function
- Managing internal and external relationships
- Oversighting the preparation of dashboards and other data visualisation products, providing timely insights from findings, including ensuring data quality
- Developing metrics to track performance.

Key Responsibilities

Position Specific Responsibilities

Data Architecture Leadership:

- Architect and build a centralized data architecture platform.
- Requirements analysis and develop data architecture aspects for preferred solutions.
- Ensure alignment with data architecture standards and principles.
- Establish and Maintain Data Architecture Practices
- Well-developed and effective team management skills including the ability to determine work priorities, set direction, assume responsibility for the delivery of outcomes and generate a positive workplace culture.
- A high level of communication and interpersonal skills that can be applied to build productive working relationships, both with internal and external stakeholders, and team members.

Delivery of Data Strategy and Business Objectives:

- Lead delivery of business outcomes through the enterprise data strategy and roadmap.
- Establish standards for data modelling, structuring, and formatting.
- Design and lead delivery of data warehouses based on requirements that include analytics.

Support Governance Risk & Compliance (GRC), Data and Innovation:

- Collaborate with the Data Governance team.
- Lead delivery of data management projects.

- Promote and further the uptake of data technologies and best practice throughout Council in support of achieving business requirements and potential workflow improvements, including but not limited to Deep Analytics, ML, AI, VR and AR.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Accountability and Extent of Authority

Budget: Develop and manage relevant projects within the Information Technology budget allocation. Provide inputs into the budgeting process and participant on Vendor Panel selection committees.

- Can approve expenditure to \$20,000.

Staff responsibility: The position is responsible for the supervision, coordination and management of the Data and Analytics team. The incumbent may also manage cross-functional resource and teams as part of larger, complex projects within Council.

Judgement and Decision Making

Decision Making:

The primary focus of the role is to develop the Data Strategy & Architecture in consultation with staff and management across Council. This includes the design, proposition, and build of the centralised data ecosystem within Council. The position undertakes a range of specialist functions under limited direction where decision-making based on an understanding and knowledge of Council's policies, goals and objectives is required. The position operates with a high degree of autonomy where independent and professional judgement is required for evaluating and deciding on appropriate methods, procedures and practises for achieving business objectives.

There may be need to develop changes or adaptation to the way work is organised and performed with considerable emphasis on developing solutions requiring an analytical, innovative and original approach. Regularly briefs the Organisational Technology Manager on Data and Analytics developments, progress and issues.

- The incumbent is required to exercise critical thinking, objective judgement, and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving organisational objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.
- Demonstrated ability to communicate with stakeholders.
- Decisions made by the position have significant effect on the Department and the organisation.
- Formulation and implementation of execution/action workplans in medium-large business areas.
- Innovate and implement change to meet strategic objectives as they relate to the transformation principles.
- Optimise core data operations by enhancing the alignment between business processes and Organisational Technology.
- Leverage external networks to ensure Council maintains pace with industry leaders regarding technology & digital experiences.

Management Skills

- Values driven demonstrating high levels of emotional intelligence and integrity.
- Demonstrated ability to manage own emotions and acts as a stabilising influence in emotionally charged situations.
- Embody a culture of innovation, accountability, and service orientation across the Data & Analytics team.
- Embeds best practice governance, risk and compliance ensuring Council operates within legislative and regulatory standards in line with Council's risk appetite.

Qualifications and Experience

Qualifications/Certificates/Licences and Experience

The successful candidate will have a tertiary qualification in business analytics, computer science, information technology, information systems, data science or a similar technical subject area, and/or significant practical experience working in similar roles.

- Tertiary qualifications in Information Technology

- Minimum 7 years of demonstrated experience in data architecture leadership roles, ideally in similar capacity.
- Demonstrated experience in the support of Enterprise business systems, ERP platforms and Data Management applications.
- Demonstrated experience with Data management tooling.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Specialist Knowledge and Skills

- Experience architecting data models/principles, operational models, producing data architecture roadmaps, data solution designs and architecting data migration strategies.
- Strong understanding of data governance principles and Innovation technologies
- Experience in aligning with the ITIL framework, including incident management, monitoring and reporting
- Identification and root cause analysis of high priority and repetitive issues
- A strong appreciation and application of system analysis principles
- Capacity to respond to the needs of a community-focussed organisation
- A blend of IT systems analysis, problem solving and business process skills
- Experienced in application monitoring and support
- Experience with data governance and/or quality.
- Experience managing a team.
- Experience developing metrics to track performance.
- Experience engaging with business areas to derive their requirements.

Technology

- Python, SQL, ETL, Data Warehouse, Cloud, Data Pipelines.
- Experience developing reporting dashboards and data visualisation.
- Experience analysing data, finding insights and presenting results.
- Experience with querying, data preparation and manipulation.
- Experience with database design and data modelling.

Interpersonal Skills

Interpersonal

- Positive attitude, detail and customer oriented with good organisational ability
- Excellent verbal and written communication skills to enable effective communication and negotiation with all levels of management, employees and external vendors
- Strong customer service ethic and focus on service delivery

- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in demanding work environment.
- Highly developed prioritisation, negotiation and consultation skills
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving.

Key relationships

- The incumbent liaises with staff at all levels within the Organisation including, Manager Information Technology, Executives, Managers and the user base.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.

Key Selection Criteria

1. Relevant tertiary or post graduate qualification in the area of Information Technology, application support and analysis or similar
2. Knowledge of ICT trends, issues and opportunities particularly those related to business applications.
3. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation
4. Demonstrated ability to provide technical business application administration, integration and support to customers
5. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels

Physical Requirements

| Task | Performed Often | Performed Sometimes | Never/Rarely Performed |
|--------------------------------------|-----------------|---------------------|------------------------|
| Keyboard duties | ✓ | | |
| Reading tasks | ✓ | | |
| Writing tasks | ✓ | | |
| Sitting (extended periods) | ✓ | | |
| Walking/standing (briefly) - counter | | ✓ | |
| Walking/standing (extended) | | ✓ | |
| Driving car/utility/truck | | ✓ | |
| Lifting/carrying duties (light) | ✓ | | |
| Lifting/carrying duties (heavy) | | | ✓ |
| Pushing/pulling tasks (light) | ✓ | | |
| Pushing/pulling tasks (heavy) | | | ✓ |
| Chopping/digging tasks | | | ✓ |
| Bending/kneeling requirements | | ✓ | |
| Climbing stairs/ladders/scaffolds | | | ✓ |
| Handling grease/oils | | | ✓ |
| Exposure to dust/dirt | | | ✓ |
| Exposure to hazardous materials | | | ✓ |
| Exposure to noise | | ✓ | |
| Repetitive arm/wrist/hand movements | | ✓ | |
| Other (please specify) | | | |
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Any other relevant comments: