

<b>Job title:</b> Data Project Specialist	
<b>Classification:</b> Band 8	<b>Effective Date:</b> 1 July 2023
<b>Reports to:</b> Coordinator Data & Analytics	<b>Tenure:</b> Permanent

### 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 provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

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

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive, and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures, and training to achieve these commitments

## Goal Statement

The position is responsible for the management of data during the delivery of technology improvement and change projects.

## Key Responsibilities

### *Position Specific Responsibilities*

- Creates, develops, and implements project related data activities that include but are not limited to data cleansing, data migration, and data governance.
- Gather information to better understand issues, problems, and opportunities and foster the use of data in decision making by others.
- Plan and deploying key Data Governance processes that enhance to the sourcing, management, development, and consumption of data assets.
- Implement best practise processes for data ingestion, data quality, master data and data life cycle management.
- Ensure that data quality guidance and direction is applied throughout the entire data lifecycle, and that stakeholders that seek to leverage data in their processes are coached in the importance of maintaining accurate and complete data.
- Ensure that data quality is assessed and evaluated as an integral part of new solution developments.
- Develop and applying data governance framework including the management of data, operating model, data policies and standards as well as the application of clearly defined data management definitions.
- Employ well considered analytical approaches and conceptual thinking to support decision making, handling high level concepts and complexity with ease.
- Proactively identify data risks and issues affecting the delivery and efficiency of project delivery and work with stakeholders to mitigate these.
- Deliver status updates on data quality through reporting to stakeholders and management.
- Develop standards and processes regarding data quality management.
- Interrogate and analyse information from a variety of sources to detect trends, associations, cause-effect relationships and to develop feasible options.
- Recommend the most effective course of action after evaluating options against decision criteria.
- Work with stakeholders from across the organisation to identify opportunities and initiate action to improve data management.
- Encourage innovative approaches and facilitate the implementation and acceptance of technology change.
- Work within the established change management framework.
- Influence others to gain their commitment to technology change initiatives.

### *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.

## **Accountability and Extent of Authority**

**Budget:** Nil.

**Staff responsibility:** Nil.

## **Judgement and Decision Making**

- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.
- The position has the authority to identify the need for and develop policy options.
- The position has authority and freedom to act within established operational and budgetary guidelines and the provision of various Acts, regulations, codes, and City policies.
- Assess requests for support and conduct appropriate actions to complete tasks efficiently and to the required standard.
- Investigate and solve problems including selecting most appropriate response and know when to transfer responsibility.
- Accountable for the quality, quantity, and timeliness of their own work.
- Makes decisions with an awareness of the wider computer environment.
- Ability to work independently to set project parameters.
- This position involves solving problems, using procedures and guidelines and the application of technical knowledge or knowledge acquired through relevant experience. Problems may be of a complex or technical nature with solutions not related to previously encountered situations where creativity and originality are required.

## **Specialist Knowledge and Skills**

### **Qualifications/Certificates/Licences and Experience**

- Tertiary qualification in IT, project management or relevant another speciality.

- Successful experience, preferably as a Data Analyst or similar, supporting and delivering technology, digital or ERP projects and managing enterprise datasets within in large, complex multiple service line organisations.
- Relevant tertiary qualification in Information Technology, Data Analysis or similar.
- Demonstrated experience in working with stakeholders and business teams to understand data repositories, identify opportunities and use technology to shape customer focussed, value adding new solutions.
- Experience with SQL databases, Excel data manipulation and other data toolsets.
- Familiar Master Data Management landscape and with cloud and data management trends.
- Extensive knowledge of ICT trends, issues, and opportunities particularly those related to digital, cloud, mobility, and online services.
- Problem solving and root cause identification skills.
- Able to work effectively at all levels in an organisation.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Demonstrated understanding of the long-term goals of the wider organisation, the legal, socio-economic, and political context in which it operates.
- Sound knowledge of budgeting and relevant accounting and financial procedure.
- Working with Children Check.

#### **Technology**

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and SharePoint.
- Must have the ability to adapt quickly to and embrace new technology.

#### **Interpersonal Skills**

- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- Excellent written, verbal communication and presentation skills.
- Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
- Ability to handle varying workloads while operating effectively.
- Ability to work independently and within a team environment.
- High level of confidentiality required.
- Ability to discuss and resolve problems and/or make recommendations.

### **Key Relationships:**

- The incumbent liaises with staff at all levels within the organisation including the Executive Leadership Team, Transformation Division, Department Managers, and other employees.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- Where required liaise and communicate with external stakeholders.

### **Management Skills**

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Ability to make professional judgements and decisions critical to the delivery of targeted outcomes.

### **Key Selection Criteria**

1. Experience in a similar role which can be demonstrated.
2. Demonstrated experience successfully applying Data Governance or Analysis to deliver positive, customer focussed outcome on the technology, software, or digital sphere.
1. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation.
2. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
3. Ability to communicate (written and verbal) effectively at all levels of the organisation, including through reports and presentations, to achieve successful change outcomes.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	NIL		
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	NIL		
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	NIL		
<b>Standing</b> Tasks involve standing in an upright position	NIL		
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	NIL		
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
<b>Lifting/Carrying</b> Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	NIL		
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's license	NIL		