

Data Governance Lead

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:
ASO7
DIRECTORATE:
ICT
REPORTS TO:
Senior Manager – Data, Information and Analytics
FTE:
1.0
ROLES REPORTING TO THIS ROLE:
Senior Data Management Analyst
ABOUT THIS ROLE:

The Data Governance Lead ensures that the Department for Child Protection maintains high quality and trusted data to support reliable reporting, analytics and operational decision-making. Working as part of the Data, Information and Analytics business unit in ICT, the role reports to the Senior Manager – Data, Information and Analytics. The Data Governance Lead oversees data governance frameworks, projects and services to ensure that data is managed as a key organisational asset.

YOU WILL BE ADDING VALUE BY:

1. Lead the development, delivery and evaluation of complex data governance and management projects, planning functions and services.
2. Initiate, plan and develop a best practice data governance framework to manage DCP's data and related functions and ensure high quality data is maintained as a key organisational asset.
3. Develop, implement, apply, monitor and evaluate a data governance operating model for the Department which establishes decision making authority and defines the roles and responsibilities related to, for example, owner, custodian, sponsor, steward, and subject matter experts.
4. Lead and coordinate the formulation, development, implementation and support of data management instruments including standards, practices and technologies which support and facilitate a unified approach to turning data into a strategic asset.
5. Ensure that data governance frameworks, approaches and practices are consistently applied across DCP.
6. Review, develop and implement processes related to data collection, sharing, utilisation, protection, cleaning and storage and coordinating the development and delivery of metadata reference products such as a business glossary, data catalogue, data dictionary and user manuals.
7. Develop, deliver and evaluate complex compliance monitoring processes, and data quality programs and projects including data quality metrics and the assessment of current data quality to provide a baseline which enables the monitoring of data quality improvements.
8. Manage and undertake complex investigations and analysis, develop and deliver expert assessments, recommendations and reports to management and staff across the Department about data governance and related responsibilities, to ensure that business priorities and data needs are continuously met.
9. Provide expert advice and consultancy to both technical and non-technical staff, including Agile project teams in the delivery of source information system data (eg. C3MS), to ensure the identification and management of issues and risks and to facilitate and support evidence-based decisions using data analytics, reporting, visualisation and analysis.
10. Represent Data, Information and Analytics on relevant committees, reference groups and working parties to facilitate and support the continuous improvement of the Department's enterprise data governance capability and to negotiate and resolve complex issues and risks pertaining to data.
11. Establish and maintain positive partnerships and relationships with management, staff, stakeholders and service providers across the department to support data and analytics strategies and projects.
12. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
13. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.



WHO YOU WILL WORK WITH:

- Senior Manager – Data, Information and Analytics (direct line manager)
- Management and staff within ICT and across DCP
- Consultants, vendors and external service providers

YOUR CAPABILITIES:

- Demonstrated experience leading the design, implementation and evaluation of data governance frameworks, standards, operating models and plans.
- Demonstrated experience with delivering complex data governance and data management projects, functions and services to support continuous improvement and supporting data as a strategic asset.
- Demonstrated experience developing, delivering and evaluating complex compliance monitoring and data quality programs and projects including developing data quality metrics and assessing current data quality to provide a baseline which enables the monitoring of data quality improvements.
- Extensive knowledge of data governance and data management standards, frameworks and principles (e.g. DAMA-DMBOK)
- Sound understanding of data warehouses, business intelligence, reporting and monitoring.
- Demonstrated experience leading with supervising and mentoring staff, building team capacity and capability while fostering a culture of accountability and continuous improvement.
- Demonstrated ability to operate effectively under broad direction, be flexible, use initiative, take prompt action to solve problems, deal with conflicting priorities, and exercise sound judgement in an environment of complexity and change.
- Excellent communication skills and proven ability to build collaborative relationships, negotiating effectively with and influencing a range of staff and stakeholders under broad direction.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

QUALIFICATIONS

Essential: Nil

Desirable: tertiary qualification(s) in Information Management, Information Technology, Computer Science, Business Technology, or related discipline

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Senior Manager – Data, Information and Analytics.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Participation in bi-annual performance and development plans and reviews.
- Some intra/interstate travel (including in small aircraft) including overnight stay may be required.

- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Data Governance Lead will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Business Skills: Ensure, Advise

Autonomy	• Works under broad direction. • Work is self-initiated, consistent with agreed operational and budgetary requirements for meeting allocated technical and/or group objectives. • Defines tasks and delegates work to teams and individuals within area of responsibility.
Influence	• Influences critical decisions in their domain. • Has operational level contact impacting execution and implementation with internal colleagues and external contacts. • Has significant influence over the allocation and management of resources required to deliver projects.
Complexity	• Performs an extensive range of complex technical and/or professional work activities, requiring the application of fundamental principles in a range of unpredictable contexts.
Knowledge	• Applies knowledge to interpret complex situations and offer authoritative advice. • Applies in-depth expertise in specific fields, with a broader understanding across industry/business.
Business skills / behavioural factors	
Decision-making	• Uses judgement to make informed decisions on actions to achieve organisational outcomes such as meeting targets, deadlines, and budget. • Raises issues when objectives are at risk.
Planning	• Analyses, designs, plans, establishes milestones, and executes and evaluates work to time, cost and quality targets.
Collaboration	• Facilitates collaboration between stakeholders who have diverse objectives. • Ensures collaborative ways of working throughout all stages of work to meet user/customer needs. • Builds effective relationships across the organisation and with customers, suppliers and partners.
Problem-solving	• Investigates complex issues to identify the root causes and impacts, assesses a range of solutions, and makes informed decisions on the best course of action, often in collaboration with other experts.
Improvement mindset	• Identifies and evaluates potential improvements to products, practices, or services. • Leads implementation of enhancements within own area of responsibility.



	Assesses effectiveness of implemented changes.
Creativity	Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.
Communication	- Communicates clearly with impact, articulating complex information and ideas to broad audiences with different viewpoints. - Leads and encourages conversations to share ideas and build consensus on actions to be taken.
Leadership	- Provides leadership at an operational level. - Implements and executes policies aligned to strategic plans. - Assesses and evaluates risk. - Takes all requirements into account when considering proposals.
Adaptability	- Leads adaptations to changing business environments. - Guides teams through transitions, maintaining focus on organisational objectives.
Learning and development	- Uses their skills and knowledge to help establish the standards that others in the organisation will apply. - Takes the initiative to develop a wider breadth of knowledge across industry and/or business and identify and manage development opportunities in area of responsibility.
Digital mindset	- Recognises and evaluates the organisational impact of new technologies and digital services. - Implements new and effective practices. - Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.
Security, privacy and ethics	Contributes proactively to the implementation of professional working practices and helps promote a supportive organisational culture.

SFIA professional skills

<i>Strategy and architecture</i>	
Strategic planning (ITSP)	Contribute to creating and maintaining organisational-level strategies to align overall business plans, actions and resources with high-level business objectives.
Governance (GOVN)	Defining and operating frameworks for decision-making, risk management, stakeholder relationships and compliance with organisational and regulatory obligations.
Information management (IRMG)	Enabling the effective management and use of information assets.
Data management (DATM)	Developing and implementing plans, policies and practices that control, protect and optimise the value and governance of data assets.
Information and data compliance (PEDP)	Implementing and promoting compliance with information and data management legislation.
Artificial intelligence (AI) and data ethics (AIDE)	Implementing and promoting ethical practices in the design, development, deployment and use of AI and data technologies.
Stakeholder relationship management (RLMT)	Systematically analysing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.
Risk management (BURM)	Planning and implementing processes for managing risk across the enterprise, aligned with organisational strategy and governance frameworks.

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Audit (AUDT)	Delivering independent, risk-based assessments of the effectiveness of processes, the controls and the compliance environment of an organisation.
Quality management (QUMG)	Defining and operating a management framework of processes and working practices to deliver the organisation's quality objectives.
Consultancy (CNSL)	Providing advice and recommendations, based on expertise and experience, to address client needs.
Specialist advice (TECH)	Providing authoritative, professional advice and direction in a specialist area.
Methods and tools (METL)	Leads the adoption, management and optimisation of methods and tools, ensuring effective use and alignment with organisational objectives.
Change and transformation	
Business situation analysis (BUSA)	Investigating business situations to define recommendations for improvement action.
Feasibility assessment (FEAS)	Defining, evaluating and describing business change options for financial, technical and business feasibility and strategic alignment.
Organisational capability development (OCDV)	Providing leadership, advice and implementation support to assess organisational capabilities and to identify, prioritise and implement improvements.
Organisation design and implementation (ORDI)	Planning, designing and implementing an integrated organisation structure and culture.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

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Government of South Australia
Department for Child Protection