



Job Profile

Manager Asset Information Assurance and Data Quality

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	Career Stage	TBC
Job Function	Information Governance	Career Stream	Leadership
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	23/05/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	5-7
People Leader	Yes	Indirect Team Size	

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

The role provides enterprise and functional leadership of the organisation's Asset Information Assurance and Data Quality for Asset Information Management to support Sydney Water's Asset Management System (AMS) and Asset Information System (AIS) to deliver Sydney Water's Asset Management Objectives and vision for creating better lives with world-class water services. The role defines and manages delivery of Asset Information Assurance and Data Quality capability to assure asset information management controls. Manages effective service delivery for the identification and investigation of data quality issues, remediation of issues and sustained data quality improvements. The role manages information classification and the release and sharing of asset information at all stages of the information lifecycle in accordance with the organisations enterprise information management, enterprise data governance, asset information management and commercial, risk and legal frameworks, policies and obligations.

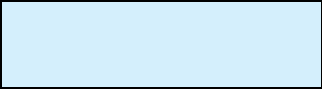


Accountabilities

Job Specific	Assure the following elements for asset information to support asset management lifecycle: • data management processes. • master data and reference data management • asset data. • Collaborate on and ensure implementation of asset information standards for assurance and data quality delivery. Ensure collaboration on continuous improvement. • Manage the definition of rules, identification of errors and implementation of set thresholds for acceptable levels of data quality. Manage the execution of data validation, data integrity, data profiling, data auditing, and data gap analysis. Manage the root cause analysis method for data quality management, remediation plan development and delivery. • Provision of recommendations for corrective actions and prevention of errors or defects in line with asset management objectives, organisational priorities and asset information needs. • Communicates data quality errors in business terms and collaborates with stakeholders to understand data quality issues in context. • Ensure all asset information assurance and data quality services onboarded and delivered to asset information management service management model. Define value proposition (cost / benefit analysis) to prioritise issues that should be resolved. • Provide accurate and timely reporting on service management delivery, utilisation and productivity. • Collaborate on ongoing alignment of asset information standards, policies and controls to assure asset information and preparation of data quality rules to meet asset management objectives. • Manage provision of visualisation for assurance and data quality management outcomes. • Provide continuous improvement of asset information assurance and data quality services. • Manage information classification and release of and sharing of asset information at all stages of information lifecycle. Determine outcomes in accordance with the organisations enterprise information management, enterprise data governance, asset information management and commercial, risk and legal frameworks, policies and obligations. • Assures training and knowledge retention and effective documentation across team. • Provide advocacy and SME expertise for application and technology developments as required. • Collaborate on new innovations to ensure operability and alignment with existing applications for the purpose of efficiency, security and information management (to improve asset performance). • Ensure asset information assurance and data quality delivery is managed in accordance with asset management and enterprise policies. • Act as Business Product Owner delegate for nominated applications and services as required
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	• Act as a thought leader, remaining abreast of current and emerging planning issues and trends, including domestic and international best practice, innovative approaches, and opportunities to support the achievements of the business objectives. • Leadership Expectations • People leader position, responsible for hiring, developing and leading asset information management specialists. • Provide mentoring, support, technical advice, and training to team members. Identify capability gaps and develop means to improve delivery effectiveness. • Enable and empower people by inspiring, collaborating, coaching, developing and leading change. • Enable the team to work collaboratively and innovate across the organisation. • Provides technical leadership for effective information management for asset management. • Sets and manages Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) with business stakeholders for effective service management. • Execute, monitor, and adapt delivery to enable effective and timely delivery with available resources. Allocate tasks and make decisions on the risk profile and quality requirements of work to support effective service management. • Measure and evaluate the performance against better practice, and implement improvements based on this knowledge. Monitor and report on performance. • Work under limited direction and make decisions relating to business needs and quality of outputs. • Build rapport and maintain internal and external relationships to enable effective consideration of stakeholder needs/expectations for asset information management. • Role model Sydney Water values and behaviours and participate in a constructive and supporting working environment. • Be aware of personal impact, effectiveness, and ability to influence others. • Safety Expectations • The role is expected to support the safety and well-being of employees and contractors working within the team, to implement actions from personal safety action plans and to demonstrate visible safety leadership. The role is required to: • Guide and support direct reports. • Positively encourage and coach direct reports with respect to their Safety Leadership behaviours. • Ensure accountability for Health, Safety and Wellbeing leadership is demonstrated. • Demonstrate commitment to being Safe & Well Together in meetings such as sharing Safety moments. • Comply with all health, safety and wellness requirements set by the organisation. • Participate in health, safety, and wellbeing activities such as incident investigations, safety meetings, safety inductions. • Exhibit visible safety behaviours to all staff and develop, share and implement a personal safety action plan. • Support staff wellness and resilience during a time of significant technological and process change • Support the safety and security of the workplace, including staff and contractors.
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- Participate in ongoing process and system improvements to support and improve business efficiently and risk management, and staff work environment



Role Requirements

Education / Qualifications

Required	- Tertiary qualifications in information management, engineering, information technology or a related discipline or experience deemed equivalent with demonstrated experience in information management. - Bachelor's degree in statistics, mathematics, computer science, information management, or similar or experience deemed equivalent with demonstrated experience in data quality management.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Understanding of the requirements for total quality management, including quality assurance, service assessment, continuous improvement, and environmental management - Demonstrated knowledge and experience managing Asset Information Assurance and Data Quality services and programs to support business processes and implement ongoing improvements. - Demonstrated ability to use stakeholder management, engagement, and change management techniques to enable effective asset information management. - Demonstrated people leadership experience including mentoring, coaching, motivating in process and matrix driven activities. Experience with identifying skill, capability and process gaps and providing strategies for successful uplift and improvements. - Demonstrated ability to build and lead effective working relationships and to inform management to assist decision-making. Excellent written and verbal communication skills. Demonstrated ability to effectively engage with diverse business teams and to operate in a team environment. - Demonstrated data analysis and reporting skills with the ability to synthesise and present findings across all levels in the organisation. Excellent oral and written communication skills with the demonstrated ability to translate information management concepts into business terms, use cases and business benefits - Demonstrated experience with asset management and/or GIS applications. - Demonstrated experience leading collaborative work across an organisation to understand business needs and articulate business requirements. - Proven delivery focus with demonstrated ability to achieve assigned tasks and milestones on time.
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	• Experience in business information process and information flow mapping. • Experience with SQL. • Experience working with asset information management in utilities highly desirable. • Experience in leading continuous improvement and/or driving small scale projects to achieve business outcomes highly desirable
Desired	•



Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities			
Capability	Descriptor		
Accountability	Sets direction and motivates others to hold themselves accountable for achieving goals. Leads by example, collaborates, and sets a high standard for accountability and commitment.		
Agility	Creates team culture to encourage agile ways of thinking and working. Role models flexibility and adaptability in teams/business areas.		
Innovation	Improves or adapts existing methods and processes to achieve greater value. Manages risks, is open to and shares lessons learnt with others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Information Architecture	1	Essential	Advanced
Data Profiling	2	Essential	Advanced
Statistical Methods	3	Essential	Advanced
Continuous Improvement Process	4	Essential	Advanced
Report Writing	5	Essential	Advanced
Business Process Management	6	Essential	Advanced
Stakeholder Management	7	Essential	Advanced
Cost Benefit Analysis	8	Desirable	Advanced
Cataloguing	9	Desirable	Advanced
Results Focused	10	Desirable	Advanced
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.