

POSITION DESCRIPTION

Data Integrity Officer

Position number		FN20
Directorate		Customer Care and Advocacy
Service unit		Finance – Revenue and Procurement
Classification		Band 4 (Moorabool Shire Council Enterprise Agreement No 9, 2021)
Employment type		Temporary Fixed Term (12 months) Full time
Hours		76 hrs per fortnight (1.0 FTE)
Organisational relationships	Reports to	Co-ordinator Revenue Services and Procurement
	Directly supervises	Nil
	Internal relationships	Financial Services staff and other Council departments
	External relationships	Government departments, Other Local Government Authorities, Industry Organisations, Residents/ratepayers, property owners, solicitors/conveyancers, Banks, Suppliers
Probation period		6 months (applies to all new employees)
Approved by (position title)		Chief Financial Officer and Manager ICT
Date		May 2022
Position purpose		<p>The Data Integrity Officer will primarily operate within the Revenue Services Team but will work with service provisions across Council.</p> <p>The Officer will be primarily responsible for ensuring contact data within the corporate enterprise system is validated and integrity of data collected is accurate which will support Council's legislative and digital transformation requirements.</p>

Key responsibilities and duties

General

- Support and act in accordance with data governance requirements to maintain and promote data standards, including data privacy and security principles are maintained before undertaking any data validation
- Assist in general data quality and accuracy through data entry maintenance and providing feedback for suggested improvements to data management
- Undertake required engagement with our customer base to ensure appropriate data validation
- Assist with other departmental duties as required.

Customer Data Maintenance

- Demonstrate exceptional customer service skills when calling to verify and validate data
- Check and validate customer data collected within Council's enterprise system
- Identify and resolve partial records and make required changes
- Identify and resolve duplicate records by merging data
- Assist with customer data entry where required
- Ensure that new customer records are viewed in a timely manner and after any required validation have correct status applied

Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, child abuse is prevented, and allegations of child abuse are properly and promptly responded to.

Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.
- Work in ways that promote the health and safety of all employees.
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.

- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

Always	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
Often	Used often but not as consistently to achieve position duties	30% - 60% of time
Occasionally	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

Self-Management	Demonstrates personal growth and resilience, supporting a positive emotional climate	<ul style="list-style-type: none"> •Personal impact •Emotional intelligence •Growth & Resilience •Integrity 	Always (all roles)
Communication	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	<ul style="list-style-type: none"> •Effective & Audience Specific •Relationship Management •Negotiation •Influence 	Always
Action & Achievement	Drives outcomes with purpose, ambition, accountability, and action	<ul style="list-style-type: none"> •Accountability •Decision making •Planning & Prioritisation •Time Management 	Always
Community & Inclusion	Collaborates across Council, open and accepting of differences, creating community value	<ul style="list-style-type: none"> •Collaboration •Diversity & Inclusion •Customers & Community Engagement 	Often
Innovation & Change	Engaged and supportive of change, with the courage to persevere through uncertainty	<ul style="list-style-type: none"> •Continuous Improvement •Manage ambiguity •Change Management 	Often

Business Performance	Delivers outcomes with commercial and organisational nous	<ul style="list-style-type: none"> •Financial Management •Risk Management •Data & Analytical Literacy •Technology 	Always
Strategic Mindset	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	<ul style="list-style-type: none"> •Political Nous •Critical Thinking •Problem Solving •Direction & Purpose 	Often
Leadership	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	<ul style="list-style-type: none"> •Humanistic •Future focused •Coaching & Development •Inspirational 	Occasionally

Classification definitions

Accountability and extent of authority	<ul style="list-style-type: none"> • The freedom to act in the position is limited by standards and procedures encompassed by the nature of the work assigned to the position with clear objectives with frequent reporting and consultation with the Revenue Services and Procurement Co-ordinator • Ability to regulate client verification and validation within relevant legislative frameworks and associated Policies and Procedures • Timely and efficient completion of all duties whilst adhering to relevant security and confidentiality of information • Raising issues of concern or potential improvements to the attention of the Revenue Services and Procurement Co-ordinator
Judgement and decision making	<ul style="list-style-type: none"> • Support the Revenue Service and Procurement Co-ordinator by contributing to Service Unit goals and Council policies and procedures • Application of discretion and treatment of all matters with sensitivity and confidentiality • Well developed computer skills with high level of attention to detail • Guidance and advice are always available when required to make decisions regarding the daily operation of the Service Unit
Specialist skills and knowledge	<ul style="list-style-type: none"> • Sound understanding of relevant Data Privacy legislative frameworks • An understanding of the function of the role from an organisational context, including proficiency of the application of relevant policies, regulations and precedents, unit goals and appreciation of wider organisational goals • Ability to apply problem solving techniques that will lead to positive outcomes for the team and organisation
Management skills	<ul style="list-style-type: none"> • Ability to manage time, plan and organise own work and set priorities to meet objectives of the Service Unit within specified time lines.

Interpersonal skills

- Ability to gain the cooperation of customers and other employees in the performance of clear responsibility areas with the guidance and support of the Revenue Services and Procurement Co-ordinator
- Excellent communication skills and ability to prepare routine correspondence
- Possess a high degree of diplomacy and sensitivity in handling issues and requests whilst maintaining confidentiality
- Demonstrated capacity to adapt to changing circumstances and flexibility in the approach to meet challenges

Qualifications, skills and experience

Qualifications

- Completion of a Certificate III in Business or willingness to obtain.

Skills and experience

- Proven experience in data entry and integrity with excellent attention to detail.
- Ability to work collaboratively with a range of internal and external customers whilst delivering high standard of customer service.
- Demonstrated highly developed communication skills (written & verbal) with the ability to develop strong working relationships both internally and externally.
- Computer literacy skills across Microsoft applications.
- Ability to comply with relevant data privacy requirements and maintain confidentiality.

Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights - above 10 kg				✓
Manual handling – above 5 kg below 10 kg			✓	
Working with arms above head				✓
Manual handling – lifting above shoulder				✓
Repetitive bending/twisting			✓	
Using vibrating / powered hand tools				✓
Close inspection work				✓
Working in dusty / slippery / wet conditions				✓
Wearing safety shoes/boots (steel cap)				✓
Wearing hearing / eye protection				✓
Using chemicals				✓
Repetitive hand washing / cleaning			✓	
Working at heights				✓

Working in confined spaces				✓
Working in heat (over 35 C)				✓
Working in cold (under 5 C)				✓
Driving vehicles			✓	
Operating plant				✓
Using a keyboard	✓			
Writing by hand		✓		
Transcribing from hard copy			✓	
Audio transcription			✓	
Handling difficult customers onsite		✓		
Handling difficult customers offsite		✓		
Making decisions that impact on other employees (disciplinary / restructure / investigation)				✓
Other _____				

Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:

Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.