Melton City Council

Data Integrity Officer

Position Description

PD: 00366

A vibrant, safe and liveable
City accessible to all

CITY OF MELTON

1. Position details

Position Title	Data Integrity Officer
Directorate	Organisational Performance
Business Unit	Finance
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022-2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Revenue Team Leader
Supervises	Nil
Internal liaisons	• Council Staff
External liaisons	• Ratepayers, Residents • General Public • Various Government Departments

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. **General Information**
   The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Monitor, maintain and audit the Name and Address Register (NAR), with focus on the provision of training
- Ensure contact data is validated and integrity of data collected is accurate to support Council's requirements

5. Key responsibility areas

- Develop and maintain the Name and Address Register procedure manual and standards
- Facilitate training for new and existing users, to promote and ensure the standards of the Name and Address Register throughout Council
- Identify and resolve duplicate records by merging data
- Provide timely and accurate information and advice to Council staff regarding the Name and Address register
- Validate addresses on a quarterly basis against Australia Post records
- Assist in the preparation of voters roll for council elections under the direction of Revenue Coordinator
- Provide support to the Revenue team as required

6. Accountability and extent of authority

- Accountable for the accuracy and integrity of the data inputted in the Name and Address Register and compliance with the standards
- Develop and maintain the Name and Address Register procedure manual and standards
- Provide training on the standards of the Name and Address Register
- Provide advice to all users of NAR
- Oversee and make recommendations to Revenue Coordinator on major adjustments, issues and continuous improvements

7. Judgement and decision making

- Address any concerns or issues with staff regarding the NAR, and implement appropriate action
- Provide advice to all users of the NAR
- Day to day operation decisions relating to NAR with guidance always available
- Freedom to improve on existing procedures which will enhance service to customers

8. Specialist skills and knowledge

- Experience in database environments such as a Name and Address Register, and knowledge of the Privacy and Data Protection Act 2014
- Develop and deliver training
- Excellent computer skills, including knowledge of Microsoft Windows, word processing, Excel and Microsoft Outlook
- High level of numeracy, accuracy, and analytical skills

9. Management skills

- Meet deadlines using time management skills
- Work under pressure
- Manage and plan own time, establish priorities, set and achieve short and long term goals
- Provide support and technical advice to Council staff & Name and Address Register users
- Show initiative

10. Interpersonal skills

- Well-developed oral and written skills
- Work autonomously within a team environment
- Proven ability to communicate effectively with a wide variety of people and gain their co-operation and support
- Retain sensitive information to the highest level of confidentiality

11. Qualifications and experience

- Post-secondary qualification in administration or related field, or a lesser formal qualification with extensive database management experience
- Extensive experience and understanding in maintaining a large Name and Address database
- Current valid Victorian Drivers Licence

12. Key Selection Criteria

1. Post-secondary qualification in administration or related field, or a lesser formal qualification with extensive database management experience
2. Extensive experience and understanding in maintaining a large Name and Address database
3. Excellent Computer skills, including knowledge of Microsoft Windows, word processing, Excel and Microsoft Outlook
4. Proven ability to communicate effectively with a wide variety of people and gain their co-operation and support
5. High level of numeracy, accuracy, and analytical skills

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Finance	September 2022	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date