

Position Description

Position Title	Service Lead – Data and Information Management
Position Number	ADAD01
Directorate	Corporate Services
Business Unit/s	Corporate Information Services
Reports to	Chief Technology Officer
Classification	Level 9A – Common Law Contract

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

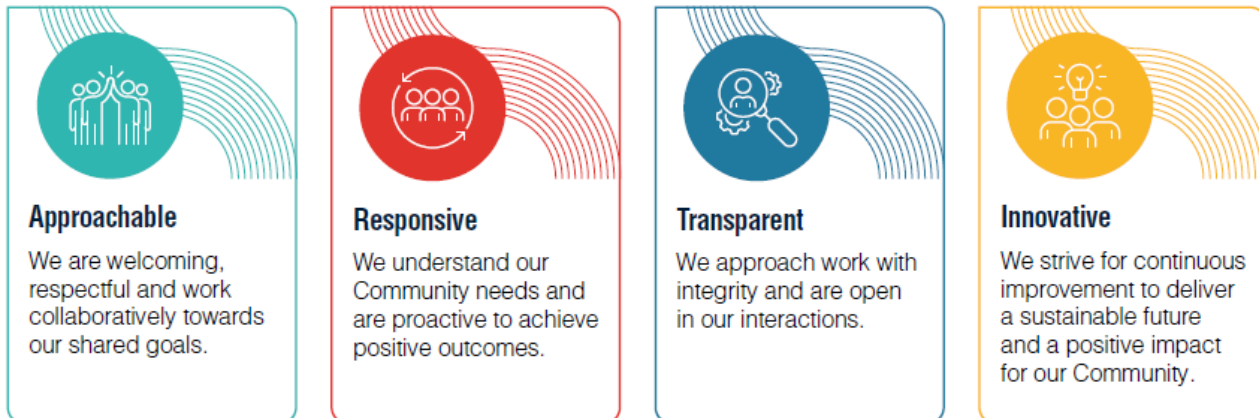
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling’s core values are:



Approachable

We are welcoming, respectful and work collaboratively towards our shared goals.

Responsive

We understand our Community needs and are proactive to achieve positive outcomes.

Transparent

We approach work with integrity and are open in our interactions.

Innovative

We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

Reporting Relationships

This position reports to the Chief Technology Officer.

There are two positions that report into this position, one leading the Data and Integration team and the other leading the Information Management team. Each team provides diverse and dynamic expertise

Business Unit Objective

The Corporate Information Services Business Unit:

- Manages the City’s Information and Communications Technology.
- Provides leadership, direction, education and advice on the City’s technology and data roadmaps.
- Develops and supports most of the City’s Corporate Solutions. When a function resides in another business unit, we act as their technology partner.
- Ensures security and privacy across the technology and data ecosystem.
- Manages the City’s Information Management process and ensures compliance with legislative requirements.
- Manages the City’s risks associated with technology, data and cybersecurity.
- Is the centre of excellence for Enabling Technology, Solutions Enablement, Architecture, Data and Business Intelligence.

Position Overview

The Service Lead Data Enablement role is crucial for advancing the City of Stirling's strategic vision for data management. The role ensures that data is clean, accessible, secure, and accurate (CASA), positioning the City to leverage data as a strategic asset and improve decision-making and operational efficiencies.

Responsibilities include overseeing Information and Data Management, Governance, Integration, Reporting, and Analytics. The role ensures the right frameworks are in place for effective data usage while maintaining governance and compliance standards.

Additionally, the Service Lead will ensure that project and development teams have the necessary tools and training to succeed. This includes the incremental adoption of AI for data modelling and processes, ensuring advanced analytics and automation are seamlessly integrated into the City's data strategic intent.

Key responsibilities also include managing vendor performance and ensuring data policies and quality standards support business intelligence and comply with legislative requirements.

Position Objectives

Leadership

- Lead, develop and motivate high-performing teams that are customer focused.
- Foster collaborative and mutually supportive relationships with all stakeholders to ensure projects and initiatives are delivered successfully, align with the City's Digital Strategy, and meet business needs and priorities.
- Establish "best for the City" practices and tools for data and information security, architecture, integration, and analytics solutions.
- Lead data literacy initiatives across the City in collaboration with other business units, including the formation of the Data Quality Working Group and necessary Communities of Practice to ensure wide-spread adoption and enablement.
- Develop, implement, monitor and report on the key metrics relating to the team's service delivery standards and performance targets, to ensure all performance measures meet business needs.

Advisory and Technical Services

- Ensure the integrity, availability, and security of the City's data and information environments, contributing to security posture including training, policy, testing, and incident response.
- Adopt best practices for enterprise reporting, BI platforms, data visualization, dashboarding, and reporting, while maintaining application and data architecture and integration.
- Coordinate specification, selection, contract management, and technical support of service providers, ensuring actions for ICT incidents are in line with SLAs.
- Develop and maintain the data asset inventory, providing advice and consultation to both internal and external customers.

Governance, Policies & Quality

- Develop and implement a data governance framework and define and enforce data classification, access policies, and retention strategies to ensure security and compliance.
- Oversee data governance, quality initiatives, and compliance;
- Collaborate with risk and compliance teams to ensure data handling practices meet ensuring policies, accuracy, and consistency meet regulatory requirements.

- Oversee the City’s successful delivery of Privacy and Responsible Information Sharing (PRIS) Legislation.
- Manage the City’s Information Management process and ensure compliance with legislative requirements.

Corporate Responsibilities

- Contribute to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Take responsibility for and actively promote the importance of the City’s Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City’s Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City’s Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City’s Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Relevant tertiary qualifications in Information Technology, Computer Science, Statistics, or a related field	Essential
Certificates, Licences, Memberships, Registrations	
Relevant Data Analytics Professional Certification	Essential
Relevant industry certifications (e.g., DAMA CDMP)	Essential
Relevant Information Security Certification (e.g. ISC2 CC, CISSP)	Desirable
Relevant Project Management Certifications (e.g. PMP, PRINCE2, PMI)	Desirable
Knowledge, Skills, Experience & Abilities	

Extensive experience in leading cloud based data management, integration, and AI driven analytics teams	Essential
Strong understanding of event-driven architecture and modern data storage solutions	Essential
Demonstrated experience in implementing data governance frameworks and ability to oversee data quality initiatives ensuring accuracy, completeness, and consistency	Essential
Experience in medium-large data and BI projects	Essential
Experience in managing on-prem and native cloud services	Essential
Strong communication and stakeholder management skills at all levels	Essential
Proven experience in leading, developing, and motivating high-performing teams in a customer-focused environment.	Essential
Demonstrated ability to drive a data-centric culture, ensuring governance, security, and compliance.	Essential
Ability to drive data literacy and upskilling initiatives across a large organisation	Essential
Strong knowledge of Privacy and Responsible Information Sharing Act 2024	Desirable
Strong knowledge of the State Records Act 2000	Essential
High competency with electronic and document information management systems (TechnologyOne an advantage)	Essential
Experience in assessing risk in data, including business continuity, disaster recovery, privacy and cyber risks.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Desirable

Office use only

Position Creation Date	Date	4 April 2025	Officer	Chief Technology Officer
Last reviewed/Modified	Date	7 April 2025	Officer	People Business Partner