

POSITION TITLE:	Data Governance & Knowledge Management Lead
FTE:	1.0 (38 hours per week)
CLASSIFICATION:	
DIVISION:	Digital Transformation
PROGRAM:	Data Governance & Knowledge Management
LOCATION:	<p>Hybrid, in accordance with the Windermere Ways of Working with your primary location being South-East Melbourne</p> <p>Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</p>
TENURE:	31.12.2026
DATE:	October 2024

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Data governance	<ul style="list-style-type: none"> • Drive governance across the data lifecycle including data creation, storage, usage, retention and deletion. • External and internal data assets are managed or accessed in a safe, legal and ethical manner. • Responsibilities and accountabilities for data are clearly documented and at all levels. • Set up Data Governance Committee • Assist with cybersecurity data loss and data breach exercises • Collaborate with Enterprise Architecture, Information Security and I.T. to ensure that data is protected based on its classification, how it is handled and stored 	<ul style="list-style-type: none"> • Data is used safely and stored securely in accordance with its classification and sensitivity. • A Data Governance Framework is established, maintained and socialized organizational wide. • Policies & procedures for safe use, data release, sharing and accessibility is established. • Data Governance Committee is effective • Confidentiality, Integrity and Availability of Information is maintained
Knowledge management	<ul style="list-style-type: none"> • Guide a centralized knowledge base or repository, using knowledge management tools and systems to organize and categorize information effectively • Develop a robust roadmap strategy for implementing a knowledge management system. • Evaluate, revise, and continuously improve the knowledge management workflow and procedures 	<ul style="list-style-type: none"> • Windermere internal Information is organized Information repository (SharePoint, OneDrive, OneNote etc.) is maintained and controlled • Users can find information logically, with the right permissions • Accessibility of information measured and maintained • Information storage and cost is optimized
Business Insights	<ul style="list-style-type: none"> • Work with data stakeholders, internal and external resources to build data capabilities including building reports • Create a collaborative approach to insight design and interpretation • Provide analytical guidance using multiple sources of data, internal and external, to inform key decision-making requirements • Assist executives and leadership teams in embedding a culture of curiosity for data and evidence 	<ul style="list-style-type: none"> • Reports are designed, implemented to deliver organizational benefits. These platforms include Power BI and other tools • Increase data confidence and accessibility through quality and control • Increase the value of data across all areas through timely and accurate analytics, modelling and infographics that communicate key insights

		<ul style="list-style-type: none"> Establish a library of key knowledge assets to determine critical data points for decision making and organisational education
Technology change management and digital adoption	<ul style="list-style-type: none"> Lead change management in technology adoption, digital literacy improvements Effective facilitation techniques including workshopping with users Coaching of staff in adoption of technology Effective conceptual to detail presentation skills 	<ul style="list-style-type: none"> Windermere adopts new ways of working (collaboration, efficient, effective, available, confident) with technologies Technology implementations by ICT Operations and Project Teams are adopted easily, people are taken on a journey Leading forums for digital adoption and collaboration
ICT project management office (ICT PMO)	<ul style="list-style-type: none"> Assist Director with Program and Project Management Framework development and maturity Establish project management and processes 	<ul style="list-style-type: none"> Monthly Program Review is established and conducted Reports by Project Managers are received on time are accurate Monthly Program and project reports are communicated
ICT policy development and Maintenance and ICT Governance	<ul style="list-style-type: none"> Develop and maintain ICT policies Develop and maintain Information Asset Register Maintain ICT Applications Register Assist with information audits, risk and governance activities Develop Artificial Intelligence Policy 	<ul style="list-style-type: none"> IT policies, data governance policies are in current and actively monitored Information Asset Register is developed, maintained and reviewed monthly ICT Applications Register is maintained and reviewed monthly System developments are well documented
Effective supervision of direct reports	<ul style="list-style-type: none"> Supervise, monitor and review the performance of team members, providing coaching and feedback as appropriate Lead the recruitment, induction, training and retention of team members 	<ul style="list-style-type: none"> Annual performance reviews conducted, and training and development plans identified and implemented to ensure that team members have the appropriate technical expertise to meet the operational requirements within a financially limited training environment
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and online induction and be actively involved in the 6-week induction 	<ul style="list-style-type: none"> Ensure policies, procedures and codes are always complied with. Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. 100% attendance at performance reviews. Completion of induction and orientation within set timeframes. Positively embrace and adopt change as it occurs.

	<p>review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor.</p> <ul style="list-style-type: none"> • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<ul style="list-style-type: none"> • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. <p>Protect the rights, safety and wellbeing of children and provide a child safe environment.</p>
--	--	--

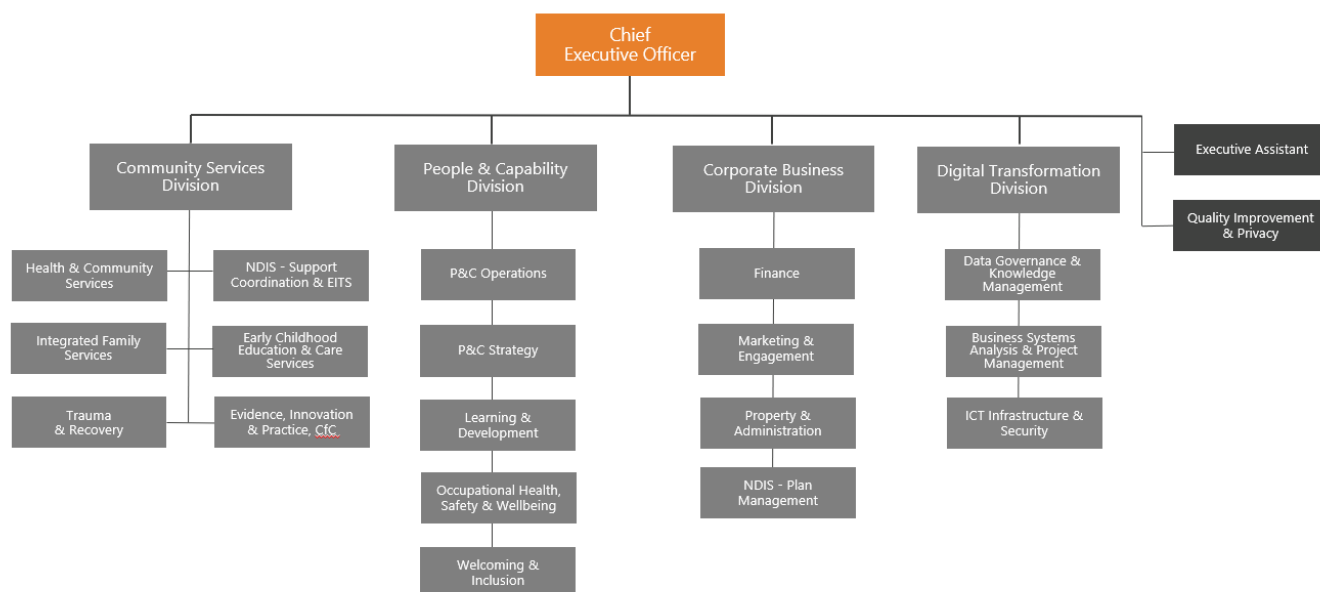
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy 2021-2024 as we seek to provide a diverse workforce at all levels.

4. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



LINE MANAGER: Director Digital Strategy & Data Governance

SUPERVISES: Business Data Insights Analyst(s)

INTERNAL RELATIONSHIPS: Windermere Board, Management, Staff, volunteers and students

EXTERNAL RELATIONSHIPS: Suppliers, subcontractors and consultants
Members of the public, supporters, donors and benefactors

5. KEY SELECTION CRITERIA

- Relevant tertiary qualifications in computer science, information technology, data science, engineering, or MBA
- Minimum of 10 years comprehensive IT function experience with the last 3 years at team leader/manager level
- Experience with developing and deploying Data Governance Framework in organisation/s
- Experience with data, information and records management concepts and practices (e.g. DMBOK, Five Safes, data ethics, data privacy, Victorian Protective Data Security Framework, Victorian Government Information Management Framework)
- Ability to drive outcomes by influencing stakeholders
- Extensive experience with knowledge management across several organisations for information ownership, centralised repositories of information, data transformation, reporting
- Experience in SharePoint, OneDrive, Microsoft 365, Power BI, Salesforce and CRM
- Exceptional in Microsoft Excel, PowerPoint, Word
- Demonstrated knowledge of current technological trends and developments
- Program Management experience and qualifications viewed favourably (MSP, PgMP, PMP, PRINCE2)
- Understanding of organisational change management techniques (PROSCI etc.)
- A professional and customer focused attitude with a demonstrated enthusiastic and self-motivated approach
- Leadership and motivational skills, including proven capacity for operational planning and decision-making, change management and providing direction to staff and demonstrated team building skills
- Well-developed Managerial, planning, organizational and communication (written and oral) skills with demonstrated capacity to lead and manage human and financial resources
- Flexible approach towards working schedules and situations and commitment to work outside of core hours from time to time (remote and on-site access)
- Awareness of the Not-For-profit sector and a strong support for the vision, values and mission of the organization

-
- Ability to manage outsourced providers and consultants
 - Familiarisation with or an ability to gain experience in associated Windermere databases
 - Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
 - Current Victorian Drivers' Licence
 - Willingness to undertake relevant pre-employment screening and checks - including NDIS worker screening check, Police Check, Pre-Employment Medical and Working with Children's check
 - Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____