# Data Steward



**Band:** E
**Job family:** Business Assurance
**Location:** Office-based, with occasional travel in the UK as required, to represent UCAS at external meetings

**Reports to**: Senior Data Steward
**Team:** Data Quality and Audit Team
**Business unit:** Operations

**Role purpose:**
The Data Steward provides effective control, stewardship, and management of an organisation's data assets. They help to provide business users with high quality data and metadata, that is fit for purpose and easily accessible. This improves the value and quality of information, decreasing the costs associated with non-quality information.

The role will include defining, measuring and monitoring quality, to ensure the data and metadata meets agreed standards, and conforms to policy/data guidelines throughout the data journey of collection, storage, and sharing. The Data Steward will provide expert advice and guidance on data, both externally and internally, and will be proactive in improving its management and maximising its potential.

**Key duties and responsibilities:**

- To control and effectively manage data assets such as:
  - stakeholder datasets
  - applicant datasets
  - qualifications datasets
  - courses datasets
- Proactively identify improvements in the collection, storage, management, interoperability and dissemination of the data, and make recommendations to the appropriate IAO.
- Proactively investigate/implement external standards, and keep abreast of sector developments.

- Alert the Senior Data Steward and appropriate IAO of real, or potential, situations which could adversely affect the organisation's operations as far as the data related to his or her responsibilities as a data steward.
- Identify the problem(s) and propose solution(s) across the datasets:
    - correct wrong or missing data
    - implement medium and long-term solution(s) to avoid recurrence
- Be proactive in promoting the role of data stewardship across the organisation, particularly for any new digital initiatives as part of Digital Acceleration, and have an understanding of working in an agile way.
- Work with ETL developers to establish required flows of data around the organisation, and implement processes to support them.
- Work with ETL developers to identify and record metadata, and how best to publish for use by the organisation. This will include maintaining content and procedures for maintenance.
- Be able to specify data structures/requirements for new or existing developments and initiatives.
- Provide frontline support, advice and guidance to internal and external stakeholders, in respect of data quality issues.
- Implement changes to the database(s) and complete updates to coding and quality standards as and when required, in accordance with contractual obligations.
- Ensure effective metadata management to include meaning, purpose, business rules, and usage.
- Champion the principles of good data and metadata management across the organisation.
- Contribute to local and company-wide activities, to ensure the data guidelines, as agreed by the Data Governance Board, are never compromised.
- Control and manage reference data in line with national or sector standards,

**Accountabilities:**

- Act as a contact to UCAS colleagues, to member course providers, and other organisations in the sector, to provide support, advice and information on their datasets.
- Analyse impact on data of requests for change, and advise the initiator of the change.
- Extract data for analysis, and make decisions relating to data to resolve issues.
- State development requirements for changes affecting data, and analyse the impact of requests for change.
- Authority to support analysis and review of processes and targets in other teams.
- Authority to set targets relating to data quality, and implement assurance processes.
- Authority to recommend updates to operational databases.
- Authority to prioritise and make decisions on data quality issues, and implement remedial action.
- Authority to raise changes to relevant systems and processes.
- Authority to liaise with external stakeholders of data specifications and issues.

**Person specification**

**Skills and experience:**

- Educated to higher education level, or significant proven work experience.
- Experience of data management and data structures in the education sector.
- An understanding of good data and metadata management practice and principles.
- Meticulous attention to detail.
- Excellent communication and interpersonal skills.
- Excellent analytical and problem-solving skills, particularly in assessing quality.
- Proven ability to work to tight deadlines.
- Awareness of data protection legislation and relevant standards (e.g. BS27001).
- Ability to communicate technical information to a non-technical audience.
- Demonstrate a working knowledge of relational databases, such as Oracle, methods and tools for extracting data such as SQL, Crystal Reports or Business Objects, and methods for data transfer such as XML.
- Good business analysis skills to examine processes, interpret information from various sources, and present in a coherent, clear, concise manner.
- Good working knowledge of Microsoft Office.
- Knowledge of, or ability to acquire knowledge of the education sector, learn new systems, accept new challenges with enthusiasm, and adapt quickly to different environments and new procedures.

**Person specification:**

- Provides evidence of interdepartmental collaboration in areas of work.
- Encourages adoption of standards and promotes their use across the business.
- Keeps abreast of industry standards.
- Takes action as recommended, and ensures all parties are kept informed.
- Communicates any changes in procedures and information.
- Communicates issues, and highlights relevant possible issues.
- Ensures satisfactory resolution of issues, and where necessary reviews procedures to ensure issues do not reoccur.
- Looks at the wider picture when making changes or decisions, and considers the impact on others, consulting with customers before changing or removing a service.
- Recognises deadline dependencies, and allocates resources accordingly.
- Plans and devises schedules to achieve departmental and corporate objectives.
- Copes fully with own, and team workload pressure.
- Works effectively with junior and senior colleagues across the business to achieve day-to-day objectives.
- Plans effectively to deliver day-to-day workload objectives for self and members of team.
- Adapts well to change, and creates a culture where team is receptive to change.
- Creates procedures for effective completion of day-to-day work, and takes remedial action to address quality issues.
- Monitors the effectiveness of procedures, and makes changes to current practice.

**Our values in action**

**Customer –** We always look through the customer lens. The logic of the customer is the logic of UCAS.

**Commitment –** When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

**Team –** We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

**Outcomes –** We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

**Agility –** We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

**Extraordinary –** We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.