Transport for Greater Manchester

Role Profile

Role:	**Data Quality Officer**
Directorate:	Customer Engagement
Salary Band:	6
Post reference:	COP58
Job Evaluation Ref & Date:	
Role statement of purpose:	To manage the delivery of timely, accurate customer multi-modal and master data to various stakeholders.
Reports to:	Data Quality Manager

	Key Role Outputs (KROs) *these set out what must be achieved for the post holder to be successful in the role*	**Key Actions** *These set out how the KROs will be achieved – the activities required.*
1.	Multi-Modal timetable, route and access point data are delivered to defined timescales.	• Establish and maintain good working relationships and effective communication with departments and external bodies to ensure all data received is complete and precise • Identify and implement necessary data requirements which meet the relevant technical schema. Support, guide and influence the roll out to data providers when required. For example, the introduction of new versions of TransXChange and new public transport data schemas such as NeTEx. • Understand and analyse complex data, enabling transfer to internal systems • Manipulate data for use by internal and external stakeholders for the benefit of customer, such as converting data from ATCO format into GTFS format. • Use customer feedback, concerns, questions; internally reporting metrics to identify issues • Liaise with Network Performance team as required to ensure BSOG data is processed and operator payments are accurate • Produce reports on data quality from key suppliers to support and influence improvements to data

		standards, with the aim to minimise the detrimental impact to the customer experience
2.	Information relating to Bus Station Departure Charges is collated, analysed and produced.	• Consolidate and produce monthly Departure Charge reports • Create reports at the request of Senior Duty Managers to facilitate budget settings • Identify data anomalies and implement necessary solutions. Record your actions for audit purposes • Investigate operator claims regarding credits and debits with adjustments made accordingly. Respond in a professional manner with the findings of the investigation using effective stakeholder management techniques to influence the operator where necessary to accept the solution
3.	Customer Information data sources are established, and ownership is promoted	• Provide an efficient and reliable service to ascertain the ownership of data • Promote data ownership as a business-led responsibility and support data owners in carrying out their roles • Utilise all information provided to make certain all databases are complete • Attend site visits to validate data, as required • Provide a resolution to data queries • Liaise with internal stakeholders to ensure work areas are aligned
4.	Data is delivered to meet operational needs, is in line with changing organisational priorities and meets statutory requirements	• Understand the value of publishing data openly and actively look to promote our datasets • Understand various technical data schemas (TransXChange, NaPTAN, GTFS, ATCO, etc) to enable the constant analysis and review of the organisation's data to ensure it meets the required specifications • Meet TfGM's requirements with regards to publishing and managing datasets • Using data analysis tools, identify urgent data anomalies, where necessary pursue an interim solution, while investigating the cause • Lead the implementation of a longer-term solution, which may involve third parties • Data delivered is in line with Customer Travel Information visions and principles

5.	Customer Data Quality team outputs are delivered to the best possible standard.	• Undertake available training and development opportunities to show a commitment to continuous development • Collaborate with colleagues to establish procedures for detection and correction of data quality issues, then create policies, procedures, and internal controls to improve the standard of data • Deliver a multi-priority workload, balancing simultaneous requests from colleagues and customers • Coordinate workplans and methodologies with the Data Quality Manager • Deputise for Data Quality Manger at meetings with data providers, developers and local authorities • Production of reports in relations Customer Travel Information KPI • Produce Technical User Stories and test against such to assist in the delivery of customer information solutions. Participate, advise and influence projects which affect the team. For example, the roll out of software to support the delivery of NeTEx.
6.	Master Data delivered accurately to defined timescales.	• Collaborate with designated departments to complete all master data maintenance requests precisely • Maintain and update data within service levels agreed with the business • Work to ensure the provision of a reliable efficient service and timely and accurate master data • Provide a prompt, efficient service and accurate master data, by liaising with the TfGM Business Applications Support Team and MIS Work Stream Team Leads • Comply with security of the data • Identify any anomalies, and ensure data is precise for audit purposes • Assess and manage controls to monitor adherence
	Compulsory Outputs (COs) *these set out what must be achieved for the post*	**Key Actions** *These set out how the COs will be achieved – the activities required.*

	holder to be successful in the role	
C1	All applicable organisational legislation and policy is complied with.	• Data Protection Legislation • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Bus Operator contractual management • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM's behaviors and competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies	
Key Contacts	• Data Quality Manager • Customer Information Development Manager • Service Account Manager: Bus • Service Planning Officers: Bus • Service Delivery Officer: Metrolink • Information Operations Team • Duty Managers: Facilities • Commercial & Marketing: Information Team • Digital Team • Route Development Officers • Procurement Process Manager • Accounts Payable • Human Resource Assistant • Traveline • Regional local authorities • Bus operators
Direct reports	None
Budgetary responsibility	None

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Location	TfGM, 2 Piccadilly Place, Manchester, M1 3BG

Office Use Only	**Updated**	**Updated**	**Updated**	**Updated**	**Updated**
Created					
By: JMc	19.10.11	20.01.20			
Verified by HR: Ian Elwers, 17 February 2020					

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Person Specification

	Data Administrator ***(Knowledge, skills and experience required at selection stage)***
E	**Essential Experience:**
E1	Demonstrable experience of working within a data management environment
E2	Attention to detail and the ability to identify errors or issues in datasets
E3	Significant levels of experience of co-ordinating multiple activities carried out by multiple stakeholders to deliver an outcome
E4	Ability to communicate effectively with colleagues regarding data issues
E5	A proven experience of managing various types of data on multiple platforms
E6	Significant levels of experience of responding to a wide variety of enquires from stakeholders
E7	Experience of working to agreed service levels or targets
E8	Significant levels of experience of communicating effectively in person, in writing and over the phone
D	**Desirable experience:**
D1	Demonstrable experience of working within a SAP (or similar) environment
D2	Knowledge of publishing and managing open data
D3	Knowledge of public transport datasets such as TransXChange, NeTEx, GTFS, ATCO, etc
EQ	**Essential Qualifications – Technical, Vocational or educational:**
EQ1	Educated to A-Level standard or equivalent
DQ	**Desirable Qualifications – Technical, Vocational or educational:**
DQ1	
EA	**Essential Attributes:**
EA1	A clear understanding of the work programme and the contribution expected of you and your colleagues
EA2	A commitment to deliver the agreed work plan to the timescale and standards required
EA3	An understanding of the processes in place to deliver streams of work
EA4	An approach of 'no surprises please' – keeping your manager and others informed of the potential for significant change to the work plan – unexpected delays or outcomes, changes in resource requirements, an inability to gain commitment from other key contributors
EA5	A customer focused approach - an understanding of, and appropriate response to, the expectations of TfGM and external customers the role holder must work with
EA6	Personal behaviour that is in line with TfGM's statement of values and behaviours
EA7	An ability to work effectively with colleagues whose work will be impacted by your activities, and of those where you will be affected - managing the interdependencies
EA8	A commitment to manage and review your work on a regular basis
EA9	An ability to work without close supervision
EA10	Pride in consistently delivering work to required standards and deadlines
EA11	Able to make positive contribution to work teams
EA12	Punctual and attentive
EA13	Competent in adhering to TfGM policies, procedures and working practices

EA14	Prepared to assist others to manage fluctuations in workload
EA15	Team player with a positive attitude and ability to share relevant and useful information with others within the team and organisation.
EA16	Self-motivation and personal drive to complete tasks to required timescales and quality standards
EA17	The flexibility to adapt to changing workload demands
EA18	Ability to work under pressure
DA	**Desirable Attributes:**