Job Description – Master Data Analyst

Data and Student Analytics, CIO Portfolio

**About the Role**

The purpose of this role is to support the Head of Data Quality in the design and implementation of a Master Data capability across the University and in support of the implementation of improved Data Quality, Data Analytics, Data Management and Data Governance across the organisation.

The successful candidate will bring experience of Master & Reference Data processes, standards development, reporting and issue resolution to the role. This role will be both technically focused and business focused, working closely with business SME’s to define Master Data standards, business rules, exception management processes and issue escalation processes as well as performing technical data analysis and investigation processes in the supporting technology platform.

This newly created role, reporting into the Head of Data Quality, will be responsible for supporting the implementation of a Master & Reference Data Management (MDM) service for assigned areas of accountability. As the individual accountable for assigned areas of work, the role holder will deliver a Master Data capability supporting the implementation of processes, Master Data Issue Management, root cause analysis and reporting in alignment with the MDM service design framework and to the standards defined within the framework. Working closely with Subject Matter Experts across the OU, Technology, IT and Business the incumbent will help ensure master data management is central to the delivery of the services provided by the OU to its customers.

To be considered, you will have extensive experience of supporting delivery of a comprehensive Master Data service to a complex organisation.

**Key Responsibilities**

- Play a critical role in the identification and improvement of data issues relating to Master & Reference data sets.
- Work with stakeholders to define Master & Reference data models, processes and controls.
- Drive the reuse of Master & Reference data resources across the OU.
- Design and implement Master & Reference data management processes, monitoring and reporting capabilities.
- Make recommendations to address quality issues and ensure they are resolved quickly.
- Play an active part in the development and delivery of data management processes.
- Implement capabilities relating to matching, de-duplication and Golden Record management.
• Play a supporting role in embedding effective data governance within the organisation
• Engage and utilise the Data Ownership & Stewardship framework to prioritise issues, agree definitions and raise the visibility of Master & Reference data Management;
• Utilise the Master Data Issue Management process aligned to Data Governance issue management requirements to ensure the right decisions are made
• Work closely with data owners, data users and data custodians (IT) to ensure the root cause of reported data issues is understood and underlying problems as well as associated symptoms are resolved;
• Establish & maintain Master Data & related Data Quality Scorecards to pro-actively monitor and report on the quality and utilisation of master Data to relevant stakeholders;
• Manage the change of Master Data objects ensuring existing and new Master Data integrations function as required.
• Create, review, update, delete and document business rules associated with Master Data Management
• Creation and maintenance of documentation relating to designed processes and procedures.

Skills and Experience

Essential

• Educated to degree level or significant relevant experience
• Excellent communication skills, verbal, written and presentational
• Numerate, articulate with an ability to communicate complex data issues simply
• Minimum three years’ experience working cross-functionally in a complex environment
• Strong Analytical skills, lateral thinker
• Exposure to Master Data tools/concepts
• An understanding of Data Governance
• Experience of developing matching and survivorship rules
• Excellent communication skills with the ability to work with less data literate customers to achieve required outcomes

Desirable

• Knowledge of DAMA Framework
• Experience with Informatica and/or Collibra technologies
• Exposure to Senior Management
• Appreciation of broader data management capabilities and strategic alignment with business goals
• Exposure to data quality frameworks and working in a regulated environment
• Passionate advocate for data and best practice data management practices

Behaviours

• Team player, confident to challenge appropriately
• Customer focused with a continual improvement mindset
• Personal and business integrity, doing the right thing
• Honest, open, leadership, positive mindset, robust, passionate,
Competencies

- Self-starter, completer-finisher
- Excellent communication and presentation skills
- Ability to build and maintain strong working relationships with senior stakeholders
- Securing timely results in a fluid environment whilst dealing with competing demands
- Ability to deliver from start to finish with minimal oversight
- Ability to multi-task, prioritise and where appropriate, escalate issues to resolve inhibitors
- Pragmatic and solutions driven