



Data Support and Information Officer

Standards and Integrity

Position number	00048136
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 4
Reports to	Senior Intelligence Analyst (Level 6)
Direct reports	Nil

Context

The Department's Standards and Integrity directorate within the Professional Standards and Conduct division, is responsible for:

- the assessment and management of complaints in line with the new Complaints and Notifications Policy
- investigation of staff disciplinary matters
- reviews into child deaths and incidents
- monitoring working with children check compliance, associated with Department employees.

The directorate promotes a culture of integrity across the organisation by delivering education, training and support that promotes high standards of conduct amongst staff and focuses on resolving complaints effectively, maintaining child safety, and reducing serious misconduct risk associated with fraud and corruption.

The Department investigates allegations of staff conduct in accordance with the *Public Sector Management Act 1994*, and with reference to the Department's Code of Conduct, policy framework, and formal instructions from the Public Sector Commissioner.

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Key responsibilities

- Provide recommendations and support in relation to changes to systems, processes, record keeping and policies and procedures to improve data quality and information integrity.
- Provide technical and system advice in relation to compliance reporting protocols, procedures and data handling requirements.
- Liaise across the directorate and the Department in relation to data collection, analysis and associated reporting matters.
- Investigate data to identify emerging trends, issues and uncharacteristic patterns relating to data held by the directorate.

- Coordinate, collate and manage highly confidential and sensitive information and data received by the Department relevant to this position.
- Undertake research, analysis and evaluation of complex reports.
- Produce regular reports and validate data.
- Prepare and coordinate correspondence, information guidelines and briefing notes.
- Represent the directorate, as required, on committees and working parties.
- Assist with developing and maintaining various records, information databases and data sets for the directorate, in compliance with the Department's record keeping policy and information management standards.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.

Selection criteria

1. Demonstrated proficiency in providing administrative services, including experience in technical systems and databases support, executive services, records management and administering and reporting on systems.
2. Demonstrated well developed research, conceptual and analytical skills, including experience in managing complex and/or sensitive data and information to identify trends and issues.
3. Demonstrated well developed written communication skills and the ability to prepare correspondence, briefing notes and guidelines.
4. Demonstrated well developed verbal and interpersonal communication skills, including the ability to liaise effectively with people at all levels and to work effectively in a team environment, and respectfully engage in a culturally responsive manner.
5. Demonstrated well developed organisational and time management skills with the ability to manage competing priorities and deliver outcomes within required timeframes.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment and yearly thereafter
- complete a declaration prior to employment and annually thereafter disclosing any previous disciplinary findings, criminal charges or convictions, and ongoing conflicts of interest
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 4 March 2026
Reference D26/0232055