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| **Role title:** | Database Administrator | **Responsible to:** | Data Manager |
| **Division:** | Digital & Change | **Department:** | Data  |
| **Direct Reports and Level:** | 0 direct reports | **Scope:** | N/A People N/A BudgetN/A Income |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core | **Role Family** | Technical |

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| **Overall Role Purpose** |
| The purpose of the Database Administrator role is to manage and maintain MPS data functions to ensure the high availability of all business-critical databases and overall performance of the MPS data systems. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the development and delivery of the Digital & Change strategy to plan, cost and quality
* Deliver technical 3rd line support within defined SLA’s in the maintenance and the development standards of MPS systems (diagnosis of issue, design of solutions and resolve root causes of solutions) in order to protect the integrity of MPS networks and data security.
* Support assigned projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment.
* Maintain SQL databases by setting and enforcing standards and controls;
* Formulate and deliver a database strategy consistent with the requirements of business objectives;
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Resolution of Incidents and Service Requests within SLA
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| **Financial*** Ensure that all spend is managed within Digital & Change organisation policy reporting on variance to budget to the leadership team
* Develop, maintain and continuously improve data xxx and reporting processes to allow provision of required reporting to management and relevant committees.
 | * Operational budget Vs Plan
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| **Member*** Monitor for and provide robust challenge of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members
* Provide support to the D&C division to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies.
* Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on SLA’s, financial targets and great member experience and outcome.
 | * Net promoter score
* Member satisfaction survey results vs plan
* Stakeholder feedback
* Operational Metrics vs SLAs
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
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| **People*** Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes.
* Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops.
* Maintain a strong culture of compliance across all service delivery and infrastructure processes, challenging if required to ensure processes are followed across the business
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
* Stakeholder feedback
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| **Risk*** Contribute to an environment where all colleagues in D&C recognise the importance of adherence to policies and procedures, risk identification and management
* Identify and report risks and issues identified within D&C and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security.
* Formulate and define technical changes and manage these to delivery through in place Change Management processes to highlight and mitigate risks to Service.
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Working with other D&C Teams to deliver effective Database Management to internal colleagues and Teams, making best use of the tools available.
* Working across with the wider Digital & Change division to deliver Change of varying complexity in line with defined processes and adhering to in place governance.
* Seek opportunities to improve service delivery, contributing ideas and making suggestions on how processes, tooling, solutions and ways of working can be enhanced, taking the initiative on implementing these where possible.
* As the data technology landscape continually changes, keep abreast of evolving trends, solutions and principles; making recommendations for improvement to data infrastructure where relevant as to how MPS could utilise these.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | SQL Server Administration Data securityBackup, recovery technology and techniquesDisaster recovery implementationsData Schema standards and concepts | Ability to balance business needs with data protection and security obligationsAbility to effectively communicate complex concepts to people with all levels of knowledgeAbility to work under pressure and to strict deadlinesAbility to assimilate and learn concepts from outside own area of expertise | Extensive experience of enterprise database design, strategy and architectureWorking in a fast-paced team based environmentSignificant experience of working with SQL Server in a production environmentWorking in a change-controlled environmentExperience of delivering technical projects from design to implementationPerformance tuning and optimisation using monitoring and troubleshooting toolsExperience of T-SQL development |
| **Desirable** | Microsoft SQL related certifications | Powershell developmentSSIS/SSRS development and deployment | Experience of Microsoft Dynamics CRMExperience of Microsoft SharepointExperience of Azure implementationsExperience of Architecture and system design |