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| **Role title:** | Database Administrator | **Responsible to:** | Data Manager |
| **Division:** | Member Experience, Digital and Data (MEDD) | **Department:** | Data |
| **Direct Reports and Level:** | 0 direct reports | **Scope:** | N/A People  N/A Budget  N/A Income |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

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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 divisional 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 |
| **Financial**   * Ensure that all spend is managed within the division organisation policy reporting on variance to budget to the leadership team * Develop, maintain and continuously improve data and reporting processes to allow provision of required reporting to management and relevant committees. | * Operational budget Vs Plan |
| **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 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 |
| **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. * Work collaboratively within the Data & Analytics team and wider divisional teams to enable delivery of data services and capabilities. | * 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 |
| **Risk**   * Contribute to an environment where all colleagues recognise the importance of adherence to policies and procedures, risk identification and management. * Identify and report risks and issues identified 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)** |
| * Provide core support to various functions within the team to deliver incident support, release support, projects, automation and route to live as well as handling common database procedures such as upgrade, backup, recovery, migration, deployment etc. * Working across with the wider MEDD division providing support to business stakeholders in relation to database queries and deliver change of varying complexity in line with defined processes and adhering to in place governance and maintain security best practices, ensuring the confidentiality and integrity of sensitive data. * Maintain lower environment (test, dev) data in synchronization with production environments while ensuring that personally identifiable information (PII) is masked. * Seek opportunities to improve service delivery, implementing new technical initiatives to promote and collaborate in the creation of solutions to drive automation, environment consistency and continuous delivery. * Review Pull Requests/release scripts from development teams. Support and build CI/CD projects using tools such as Git, Azure DevOps advocating for Infrastructure as Code practices through standardized deployments. * Configuring and delivering event-driven alerts to monitor and maintain system capacity and ensure performance, security, and availability of mission critical data. * Developing, managing, and troubleshooting SSIS packages and Jobs using SQL Agent to manage maintain ETL & DW processes |

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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 Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | SQL Server Administration  Data security, encryption and auditing  Backup, recovery technology and techniques for High-Availability/Disaster Recovery  Data Schema standards and concepts | Ability to balance business needs with data protection and security obligations.  Effectively communicate complex concepts to people with all levels of knowledge  Prepare crystal clear documentation and specifications  Ability to assimilate and learn concepts from outside own area of expertise  Expertise in the support lifecycle of SQL Server SSIS packages and in managing and migrating large volumes of data (ETL) | Significant experience of working with SQL Server in a production environment  Working with hybrid cloud infrastructure within Microsoft Azure e.g. (on-premise, Azure SQL Db, IaaS, PaaS)  Working in a change-controlled environment  Experience of contributing to and delivering technical projects from design to implementation  Performance tuning and optimisation using monitoring and troubleshooting tools  Practical implementation and experience of T-SQL and PowerShell development |
| **Desirable** | Microsoft related certifications   * Azure Fundamentals * Azure Data Fundamentals * Data Engineering on Microsoft Azure | Be able to work with Git Repos, Managing User Stories / Tasks on Boards / Sprints.  Worked with DevOps YAML Pipelines to deliver CI/CD or process driven automation.  Proficiency with PowerShell functions / scripts to interact with Databases or Azure components. | Experience of working with Microsoft Azure  Any previous experience with Dynamics 365  Redgate products for SQL (SQL Monitor, SQL Change automation etc.)  An understanding of Azure Synapse / SQL Datawarehouse  Any exposure or knowledge of working with Terraform for infrastructure provisioning and management. |