|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Senior Database Administrator | **Responsible to:** | Data Manager |
| **Division:** | Digital & Change | **Department:** | Data  |
| **Direct Reports and Level:** | No direct reports but there is a requirement to work with and guide the Database Administrators | **Scope:** | N/A People N/A BudgetN/A Income |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

|  |
| --- |
| **Overall Role Purpose** |
| The purpose of the Senior Database Administrator role is to lead on the management and maintenance MPS data systems, ensuring high availability, quality and performance of all business-critical databases. The role will do this by proactively seeking ways of improving the key activities in the database team and working collaboratively with the wider Digital and Change to enable improved performance of MPS systems.  |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the development and delivery of the Digital & Change strategy to plan, cost and quality
* Lead on the prioritisation and work item allocation for the Database Administrators providing support and technical guidance to ensure a high quality and efficient service is provided to the business
* 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 the end to end delivery of assigned projects/initiatives such as formulating and defining technical changes and managing these to delivery to ensure 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; to ensure the high availability, quality and performance of all business-critical databases
* Contribute to the design and delivery of the database strategy to enable the delivery on the overall corporate strategy, business performance, and delivery of strategic and operational priorities.
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Database Plan delivery vs Plan
* Delivery of projects to plan
* Resolution of Incidents and Service Requests within SLA
* Divisional engagement index vs Plan
* Divisional leadership index vs Plan
* Operational Metrics vs SLAs??
 |
| **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 platforms 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 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
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
 |
| **People*** Build key relationships with internal stakeholders as necessary, liaising on projects to enhance quality service and outcomes for members
* Lead, Coach and mentor colleagues both within own team and other matrix teams and support learning interventions such as the Academy to maximise the potential of all colleagues and the quality of our service to members.
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Stakeholder feedbackDivisional Engagement Index Vs MPS
* Divisional Leadership Index Vs MPS
 |
| **Risk*** Maintain a strong culture of compliance across all service delivery and infrastructure processes, challenging if required to ensure processes are followed across the business
* 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.
 | * Risk & Control Self- Assessments
* Audit Actions
 |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Act as an advocate of Digital and Change, finding opportunities to utilise existing and new technologies to the benefit of MPS to work alongside 3rd Party providers to continually improve existing systems and support for implementing new technology.
* Work in a collaborative team of COE BI Data Analysts and other matrix teams to enable delivery of data services and capabilities. including process, reporting, data and technology to facilitate appropriate advanced data analytics, and insights MPS-wide.
* Working with other D&C Teams to deliver effective Database Management to the business , making best use of the tools available.
* 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.
 |

|  |  |
| --- | --- |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * SQL Server Administration (2012 & Above)
* Data security
* Backup, recovery technology and techniques
* Disaster recovery implementations
* Data Schema standards and concepts
 | * Ability to balance business needs with data protection and security obligations.
* Ability to effectively communicate complex concepts to people with all levels of knowledge.
* Ability to work under pressure and to strict deadlines
* Ability to assimilate and learn concepts from outside own area of expertise
 | * Extensive experience of enterprise database design, strategy and architecture
* Working in a fast-paced team based environment
* Working in a change-controlled environment
* Experience of delivering technical projects from design to implementation
* Performance tuning and optimisation using monitoring and troubleshooting tools
* Experience of T-SQL development
* Running/leading a DBA team in a multiple disciplined environment (Agile/Waterfall)
 |
| **Desirable** | * Microsoft SQL related certifications
 | * Powershell development
* SSIS/SSRS development and deployment
 | * Experience of Microsoft Dynamics CRM
* Experience of Microsoft Sharepoint
* Experience of Azure implementations
* Experience of Architecture and system design
 |