Role Description
Senior Data Architect

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk 9/10
ANZSCO Code	261313
OSCA Code	223232
PCAT Code	1229192
Role Family/Function/Type	Data, Analytics & Intelligence/ Data/ Data engineering/architecture
Date of Approval	October 2021 (updated template Aug 2025, Oct 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Contribute to the design, development and architecture of the division's data platforms, including the provision of technical and platform design and the development of governing principles to produce data architecture solutions that meet business requirements.

Key accountabilities

- Undertake detailed analysis of the data architecture requirements across systems, platforms, and applications to guide the development of data management standards in line with the Division's Data Architectural plans.
- Design and play an active role in developing architectural structures and containers to meet the requirements of data governance processes and procedures with an emphasis on a high level of compliance in data security, privacy and integrity standards.
- Provide domain expertise for the enterprise and make recommendations on integration strategies, architectures, platforms, and cloud infrastructure required to successfully implement complete end-to-end data solutions for the Division.
- Support initiatives to define, develop and implement enterprise data solutions that meet stakeholder and customer needs and ensure continuous improvement to the sustainability of services.
- Actively engage in specific data projects to provide architecture services in line with blueprint and enterprise architectural data strategies that enable the production of high- level data architecture solutions to optimise service delivery outcomes.
- Collect and analyse business requirements, leveraging data modelling techniques to translate the abstraction of the business requirements into data models to create insights and inform decision making.
- Perform technology and product research to identify opportunities that have a positive impact on improving business strategy, business requirements and performance to support continuous improvement initiatives within the division.
- Collaborate with relevant teams to develop a practical end state and reference architectures that deliver best practice approaches for the division.

Key challenges

- Maintaining currency with contemporary industry best practice while ensuring solutions are fit for purpose and meet service delivery timeframes.

- Balancing maintenance and enhancement of current architecture with development of new architecture and resources in the context of competing business demands.
- Developing and maintaining relationships with key stakeholders to align strategies with business needs given potentially competing priorities.

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, receive guidance and instructions and contribute to decision making • Participate in meetings and discussions to share information, provide advice, input and feedback • Identify sensitive issues, risk & opportunities and recommend potential solutions • Provide regular updates on key projects/programs and priorities
Work team	• Guide, support, coach and mentor team members • Support team members and work collaboratively to contribute to achieving business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information • Review work and proposals of team members
Customers/Stakeholder	• Manage the flow of information, seek clarification, and provide customer focused advice and responses to ensure prompt resolution of issues • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution • Optimise engagement to achieve defined outcomes and manage expectations

External

Who	Why
Customers/Stakeholder	• Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards • Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues

Who	Why
Vendors/Service Providers	• Consult, provide and obtain information, negotiate required outcomes and timeframes • Negotiate and approve contracts and service agreements • Monitor provision of service to ensure compliance with contracts and service arrangements • Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements • Communicate needs, facilitate routine business transactions and resolve issues

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

Experience in forming the individual components of specific system architectures to fit into the overall Enterprise Data architecture strategy.

Essential requirements

Must have, or be able to attain and maintain, a baseline security clearance as a condition of employment.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Manage Self** Be persistent, self-reflect and commit to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Consider the wider business context when thinking about options to resolve issues • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices • Put systems and processes in place that are supported by high-quality research and analysis • Look for opportunities to design innovative solutions to meet customers' needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards	Advanced

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Enterprise & Business Architecture** Aligning an organisation's technology strategy with its business mission, strategy and processes and documenting this using architectural models.	• Develops models and plans to drive the execution of the business strategy, taking advantage of opportunities to improve business performance. • Contributes to creating and reviewing a systems capability strategy which meets the business's strategic requirements. • Creates and maintains roadmaps to guide the execution of business strategy and capability improvements. • Determines requirements and specifies effective business processes, through improvements in technology, information or data practices, 5rganization, roles, procedures and equipment.	Level 5 - STPL
SFIA	**Emerging Technology Monitoring** Identifying and assessing new and emerging technologies, products, services, methods and techniques.	• Monitors the external environment to gather intelligence on emerging technologies. • Assesses and documents the impacts, threats and opportunities to the organisation. • Creates reports and technology roadmaps and shares knowledge and insights with others.	Level 5 - EMRG
SFIA	**Solution Architecture** Developing and communicating a multi-dimensional solution architecture to deliver agreed business outcomes.	• Contributes to the development of solution architectures in specific business, infrastructure or functional areas. • Identifies and evaluates alternative architectures and the trade-offs in cost, performance and scalability. Determines and documents architecturally significant decisions. • Produces specifications of cloud-based or on-premises components, tiers and interfaces, for translation into detailed designs using selected services and products. • Supports projects or change initiatives through the preparation of technical plans and application of design principles. Aligns solutions with enterprise and solution architecture standards (including security).	Level 4 - ARCH

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
Personal attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Adept
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
Business enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
Business enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Adept