

Role Description



Role title:	Classification:
Data Integrity Officer	ASO4
Division/Business unit:	Reports to:
Disability and Specialised Services / Corporate Services & Client Engagement	Application Lead - CRM

Role purpose:
The Data Integrity Officer is a role within Disability and Specialised Services and is accountable to the Application Lead - CRM for: - Ensuring data integrity for crucial business applications and subsequent reporting for decision making and compliance requirements. - Providing assistance to the Application Leads in supporting service delivery to clients and enabling staff to make evidence-based decisions by providing accurate and timely reports. - Supporting the Corporate Services & Client Engagement directorate with respect to data and information management, business processes and providing effective and efficient business support.

Key outcomes and accountabilities:
- Assist with developing and maintaining accurate and timely dashboards, reports and data insights to support operation and strategic decision making. - Monitor, maintain and improve data quality across business applications through validation, reconciliation and data integrity activities - Investigate, resolve and escalate data integrity issues, reporting discrepancies and system-related data concerns in a timely manner. - Support accreditation, compliance, audit and assurance activities through effective data collection processes and data integrity of business applications. - Provide business application support, user guidance and training to promote effective system use, data accuracy and consistent business practice. - Develop and maintain business processes, procedures and documentation relating to data management and business applications - Establish and maintain effective working relationships with internal and external stakeholders to support service delivery, continuous improvement and organisational outcomes. <i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:
- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role. - Occasional intrastate travel may be required - May be required to work across various DaSS sites.

Key Relationships/Interactions:

- Application Lead – CRM (line manager)
- Leadership and staff across Disability and Specialised Services
- DHS Corporate Partners
- External Vendors and suppliers
- Other SA Government Agencies
- Industry and other external stakeholders

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Data Analysis and Reporting** - Demonstrated experience analysing and interpreting data to develop accurate, timely reports, dashboards and insights that support decision-making.
2. **Attention to detail** – Proven ability to analyse and ensure integrity of data through high levels of attention to detail, and the ability to resolve errors and apply fixes.
3. **Compliance and Assurance** – Demonstrated experience supporting audit, compliance and quality assurance activities, ensuring data accuracy, integrity and adherence to organisational policies and standards.
4. **Client Engagement** – Demonstrated understanding and commitment to client engagement, co-design and client-centred approaches.
5. **Initiative and Problem Solving** - Take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions
6. **Relationships and Partnerships** - Develop and maintain productive working relationships with managers and leaders in Disability and Specialised Services.
7. **Communication** – Well developed written and verbal communication skills with the ability to explain information clearly, prepare procedures and provider user guidance and support.

Qualifications:

Desirable: Tertiary qualification in a relevant discipline OR equivalent level of expertise gained from a combination of experience, training or professional accreditation

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- ☐ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☒ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☒ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☒ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☒ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☐ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☒ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☒ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

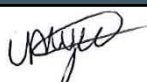
- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☒ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Madeline Yee, Lead HR Business Partner



Date: 16/09/2026

Approved by: Tammy Moffat, Director Corporate Services and Client Engagement



Date: 16/09/2026