The Commonwealth

JOB AND TASK DESCRIPTION

Job Title: Adviser, Data and Business Systems

Division: Information and Communications Technology, Data and Analytics

Grade: G

Reports To: Head of Information and Communications Technology, Data and Analytics (ICTDA)

General Information

The Information and Communications Technology, Data and Analytics (ICTDA) Section serves as a focal point to establish technology standards of relevance to the Secretariat's local environment, whilst applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The Section contributes to the Secretariat's ICT Strategy and the proper selection of technologies by providing information on advanced and appropriate technology, systems analysis, and software acquisition. The Section aims to assist all programme areas in meeting their specific information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

Job Summary

The Adviser, Data and Business Systems is responsible for the operational management and technical delivery of the Data and Business Systems function. The post-holder supervises the DBS team, manages operational performance and service delivery, and provides effective second-line support for the Secretariat's business applications and databases.

The role provides specialist technical leadership for enterprise applications and ERP implementation, including requirements analysis, systems integration, data migration, testing, and transition into operational support. The post-holder manages the application lifecycle, supports cloud-based business solutions and automation, and coordinates technical delivery with suppliers and internal stakeholders.

Within approved ICT, data and project governance arrangements, the post-holder implements data governance standards, strengthens data quality, and supports analytics requirements. The Adviser provides expert recommendations and delivery assurance to the Head of ICTDA, while section-wide strategy, governance and overall ICT leadership remain with the Head of ICTDA.

Expected Outcomes

- The Data and Business Systems team delivers reliable, responsive, and customer-focused services against agreed priorities and service levels, with clear accountability for workload, quality, and performance.
- Business applications and databases are stable, supported and maintained through their lifecycle, with incidents, changes, releases, documentation, and supplier escalations managed effectively.
- ERP and other enterprise-system implementations are technically integrated, supported by accurate data migration, proportionate testing, and a controlled transition into operational service.
- Approved data governance standards are implemented consistently, with improved data quality, maintained inventories and dictionaries, and data prepared appropriately for reporting and analytics.
- Automation, APIs, integrations, and cloud-based business solutions respond to validated business requirements, improve service delivery and support secure, appropriate data reuse.
- Application projects and supplier-delivered services are completed to agreed scope, quality, timescales, and budget, with stakeholders informed and operational risks escalated appropriately to the Head of ICT.

Key Deliverable and Accountabilities

Team Management and Service Delivery

- Supervises the Data and Business Systems team, allocates work, sets clear delivery expectations, and ensures appropriately skilled resources are available to meet agreed priorities and service levels.
- Monitors operational performance, workload, service quality, and delivery risks; addresses performance issues within delegated authority and escalates material concerns to the Head of ICT.
- Develops team capability through technical guidance, knowledge sharing, coaching, and effective performance management, while supporting a collaborative and customer-focused service culture.
- Provides technical guidance to Service Desk colleagues and ensures effective handover, escalation and resolution of business-application and database incidents, including occasional out-of-hours support where required.

ERP and Enterprise Systems Delivery

- Provides specialist technical support for ERP and other enterprise-system implementation, working within the programme direction, governance and decision-making arrangements established by the Head of ICT and relevant project governance.
- Translates validated business requirements into technical specifications and supports solution design, systems integration, interface development, configuration, and technical assurance.
- Plans and coordinates data migration activities, including mapping, cleansing, validation, reconciliation, and cutover support, working with data owners, project teams, and suppliers.
- Plans and implements system, integration, and user acceptance testing; records results, coordinates defect resolution and supports readiness for deployment.

- Supports operational transition, including technical documentation, support arrangements, knowledge transfer, release into service and post-implementation stabilisation.

Data Governance, Quality and Analytics

- Implements approved data governance policies, standards, and controls across business systems, and advises the Head of ICT on implementation issues and operational risks.
- Establishes and applies data-quality checks and supports data owners and users to improve accuracy, completeness, consistency, timeliness, and appropriate use of information.
- Maintains data inventories, data dictionaries, and relevant technical metadata, ensuring that documentation is current, accessible, and aligned with approved standards.
- Undertakes and oversees data preparation for reporting and analytics, including appropriate cleansing, transformation, and validation, and supports integration and data-reuse requirements.
- Provides specialist advice on database design, data management and analytics requirements, escalating policy, ownership, or governance decisions outside the Adviser's delegated authority.

Business Applications and Technical Solutions

- Manages business applications across their operational lifecycle, including requirements analysis, design, development or configuration, testing, release, support, maintenance, enhancement, and retirement.
- Provides effective second-line support for enterprise applications, databases and integrations, undertaking diagnosis and resolution and coordinating escalation to suppliers where necessary.
- Designs, develops, or oversees APIs, microservices, automation and application solutions, including cloud-based business solutions, in line with approved architecture, security and change controls.
- Provides database administration for mission-critical applications, including performance monitoring, optimisation, fault resolution, maintenance, and support for business continuity.
- Identifies and evaluates proportionate opportunities for automation and service improvement, developing prototypes or technical proofs of concept where agreed.

Project, Supplier and Stakeholder Delivery

- Plans and delivers assigned data and business-systems projects to agreed scope, quality, timescales and budget, maintaining appropriate plans, technical documentation, risk records, and progress reporting.
- Coordinates technical suppliers and outsourced application-development services, confirms deliverables against requirements and service commitments, and escalates commercial or strategic issues to the Head of ICT.
- Works with internal stakeholders to understand business processes, clarify requirements, manage expectations, and support adoption of new or changed systems.
- Monitors application utilisation, licensing and service performance and makes evidence-based recommendations to the Head of ICT on value for money, improvement, consolidation, or retirement.

- Contributes specialist operational and technical input to ICT planning, budgeting, strategy implementation, and cross-organisational integration initiatives without assuming section-wide strategic ownership.

Person Specification

Education / Qualifications

Essential: A degree in Computer Science, Data Science, or a related field.
A certification in data management.

Desirable: A Post graduate qualification in an Information Technology related field.

Experience

Functional

- Substantial experience supervising a technical applications or data team, including work allocation, service performance, capability development, and accountability for delivery.
- Demonstrable experience engaging business stakeholders, analysing processes and requirements, translating needs into technical specifications, and managing expectations through delivery and change.
- Experience coordinating technical projects and suppliers, managing risks, dependencies, scope, quality, timescales, and budgets within established governance arrangements.
- Strong customer and service orientation, with the ability to communicate complex technical matters clearly to technical and non-technical audiences.

Technical

- Substantial enterprise-applications and systems-analysis experience, including application support, systems integration, and database administration.
- Practical experience implementing or materially supporting ERP or comparable enterprise systems, including data migration, testing, defect resolution, and transition into operational service.
- Demonstrable experience of application lifecycle management, software-development lifecycle controls, release and change management, technical documentation, and operational support.
- Experience implementing data governance standards, data-quality controls, inventories, dictionaries and data preparation for reporting or analytics.
- Experience designing, developing, or overseeing integrations, APIs, automation, and cloud-based business solutions.
- In-depth knowledge of relevant Microsoft technologies, including Microsoft 365, Azure, and the Power Platform, together with strong understanding of cloud and mobile technologies.
- Strong programming or solution-development capability, such as Power Apps, .NET and C#, and experience of content-management or comparable business platforms.
- Experience applying IT service-management and change-control disciplines to enterprise applications and databases.

Other

- Strong leadership, interpersonal and stakeholder-engagement skills, with the ability to create clarity, resolve operational issues and build constructive working relationships.
- Excellent oral, written and presentation skills, including clear technical documentation and concise advice for decisionmakers.
- Ability to manage competing priorities and deliver through organisational and technological change.
- Sound judgement regarding when to resolve issues within delegated authority and when to escalate strategic, governance, commercial or material delivery matters to the Head of ICT.
- A proactive, collaborative, and customer-focused approach, with a strong commitment to quality and delivery.

Competencies

Respect for Diversity
Works effectively with people from all backgrounds. Treats all people with dignity and respect. Treats men and women equally. Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and in decision making. Examines own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group. Encourages others to evaluate systems, processes, and behaviour to ensure respect for diversity is demonstrated.
Working with Others
Manages conflict and works towards mutual solutions. Identifies organisations with which to partner for specific solutions. Encourages others and provides them with the autonomy to pursue relationships. Uses personal influence to establish compromise and agreement when faced with conflict. Demonstrates balance between directness and diplomacy in negotiations. Uses influence to persuade partners and third parties toward Commonwealth Secretariat aims. Encourages and supports others in demonstrating cultural awareness when working with others.
Managing Resources
Manages programme and cross team activities against specific objectives/results. Manages available resources in order to meet objectives e.g., by effective and efficient use of budget inter alia. Identifies the best method and resources when a high-level course of action has been identified.

Analyses available resources and what activity they will enable. Takes responsibility for multi team/programme activities. Manages diverse motivations of a range of groups in large scale programmes.
Decision Making
Determines what can be realistically achieved when deciding on strategic solutions. Is initiative-taking and responsive in making decisions on complex, technical issues based on appropriate information. Considers the relevant justifications for a particular course of action. Takes context into consideration when making decisions. Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate. Bases actions and approaches on the root cause of an issue, rather than the symptoms.
Accountability
Takes ownership of assigned tasks, honours deadlines. Ensures timely delivery of outputs within defined cost and quality standard parameters. Takes responsibility for own shortcomings and compliances. Supports subordinates, provides oversight, and takes responsibility for all delegated assignments.
Leadership & Development
Reinforces vision throughout organisation e.g., by acting accordingly inter alia. Identifies and develops leadership skills in others. Empowers others to take control of their own development and progression. Offers sound guidance and direction on complex and critical issues. Maximises the potential of others e.g., by creating suitable opportunities for development inter alia.