

# Job Description

Job title:	Database Administrator
Reports to:	Senior Database Administrator
Responsible for:	No Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

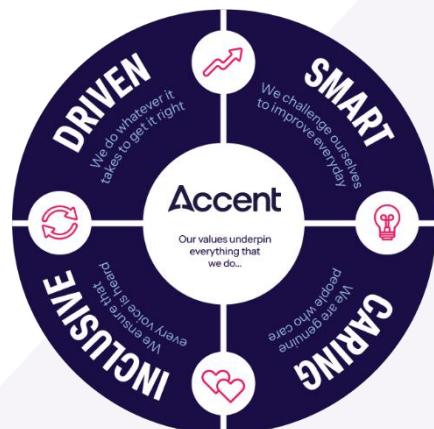
As a Database Administrator, you will be responsible for supporting the Senior Database Administrator delivering all database operations within Accent. Supporting the design and implementation of data pipelines, configuration and upgrade of existing databases and performing backups, maintenance and restoration activities.

Responsible for all databases and data across the on-premise and cloud-based IT estate, you will ensure that data is mastered appropriately and that ETLs and APIs between systems function.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

The IT Directorate is responsible for ensuring that the data, information and technology services needed by Accent to operate its essential daily services are Available, Secure, Trustworthy, Resilient and meet our customers' expectations. Our customers are at the heart of our business, and we design our services with our customers and for our customers.



## Key Responsibilities and Duties

- Support and deputise for the Senior Database Administrator
- Support the administration, maintenance and support to all databases both on-premise and in the cloud
- Perform routine maintenance tasks such as backups, restores, and index optimisation
- Ensuring all database driven systems are backed up and are performance tuned
- Monitor database performance and availability using standard tools and escalate performance issues
- Work with developers to ensure database queries are optimised and conform to best practice standards.
- Work with the teams to schedule and coordinate all database releases, ensuring that releases meet the quality standards defined
- Monitor and ensure the continued operation of batch and API interfaces, allowing data to ETL between systems
- Respond to service desk tickets related to database issues.
- Rectify the remediation of any security vulnerabilities within Accent's databases
- Remediate the quality of data within Accent's databases ensuring that data has integrity, confidentiality, is available to authorised users.
- Support programmes and projects ensuring new services have data structure that conform to the Enterprise Data Models.
- Support the implementation and maintenance of Accent's Data Dictionary, Data Glossary and Data Catalogue
- Support the development of a Service Catalogue
- Support the change in Accent's culture, promoting a positive, proactive approach to data.
- Assisting in protecting the operational stability of Accent systems through reduced downtime and improved system performance via proactive database and release management.
- Implementing database administration standards to include : security, standardization, availability, monitoring, and performance optimization
- Maintain and enforce quality control gates for all live release code, from both internal and external development resource, using automation to improve business agility.
- Maintenance of Data Dictionary, Data Glossary and Data Catalogues.

## The must haves:

- Understanding of relational database concepts (tables, indexes, queries, constraints)
- Ability to write and troubleshoot basic SQL queries for data retrieval and updates
- Good knowledge of backup strategies and restore procedures
- Familiarity with tools for monitoring database health and performance
- Able to maintain good customer and supplier relationships

## The added extras:

- Understanding of user access controls and data protection principles
- ITIL Version 4 Foundation Certificate
- ITIL Version 4 Practice Manager Certificates
- Customer Service Training
- Good oral and written communication skills

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accenture and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.