

Role Description

Title	Senior Master Data Steward
Manager Title	Financial Transactions Lead
Directorate and Group	Organisation Support, Finance
Band	E
Date	March 2026
Approved By	Chief Financial Officer

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role purpose

The Senior Master Data Steward is accountable for the integrity, governance, and quality of financial master data across DOC—including suppliers, customers, chart of accounts, cost centres, and procurement attributes—ensuring these are effectively governed to support compliant purchasing, efficient end-to-end P2P processes, accurate customer invoicing, and high-quality financial reporting. The role acts as the functional lead for master data, setting standards, overseeing control frameworks, and ensuring alignment with audit, legislative, and organisational requirements.

The role establishes and maintains master data standards, governance processes, and change controls to ensure a robust and controlled data environment.

Provides leadership, guidance, and oversight to the Master Data Steward and wider stakeholders, building capability and ensuring consistent stewardship practices and acts as the escalation point for complex or high-risk data issues. The role works closely with Finance, Procurement, and system stakeholders to influence system design and process improvements, ensuring master data is trusted, secure, and fit for purpose.

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by the Code of Conduct.

Accountabilities

Accountability	Including
Master Data Creation and Maintenance	Oversees and manages the shared mailbox and DOC Connect ticket workflows to ensure all enquiries are actioned to a high standard and in a reasonable timeframe Exercises judgement in assessing and approving complex or high-risk master data requests Own data quality monitoring and reporting, including identifying trends, risks, and opportunities for improvement Ensures strong internal controls are maintained, including segregation of duties, approval protocols, and audit trails Lead and support training and mentoring of the master data steward Lead and review complex supplier and customer account set ups and escalating to the Financial Transactions Lead when additional approval or input is required Informing the Financial Transactions Lead when work volumes reach levels where standard turnaround times cannot be met Working with the Financial Transactions Lead to ensure stakeholders are aware of our requirements. This may include creation/editing of training material, intranet, and web content Contacting suppliers to verify bank accounts over the phone Maintaining a register of all instances where a supplier set up request occurs after invoices are received and escalating non-compliance to the Manager Financial Transactions. Supporting the Purchasing team to create and update material master records Supporting general ledger and cost centre creation requests made via DOC Connect tickets

Accountability	Including
	Ensuring data accuracy by analysing customer and supplier data and requesting clarification as required Ensuring accuracy and alignment of customer master data across related, non-integrated systems such as the Booking System and the Permissions Database and requesting updates as needed Proactively identifies areas for process and or system improvement and sharing these as appropriate
Master Data governance and control	Accountable for the development, implementation, and ongoing improvement of DOC's master data governance framework Define and maintain master data standards, policies, and procedures Monitor compliance with data standards and escalate breaches or risks Provide reporting and insights on data quality, integrity, and control effectiveness Act as a key control point for financial master data, supporting audit and assurance requirements
Customer Service	Build and maintain effective stakeholder relationships, providing clear guidance and expectations on master data requirements Ensuring Service Legal Agreements for DOC Connect tickets are adhered to support customer service Escalating complaints relating to delays or compliance requirements to the Manager, Financial Transactions as appropriate
Collaboration and relationship management	Working collaboratively with teams across DOC and contributing effectively to cross-functional teams Provide subject matter expertise on master data to support cross-functional initiatives Building and maintaining effective relationships with key individuals and groups from relevant sectors and organisations Representing DOC and coordinating cross-agency initiatives within area of responsibility
Work management and delivery	Own delivery of tasks as set out in work plans, performance expectations, and task assignments Identifying critical issues and risks and ensure they are constructively raised and addressed Managing knowledge and information to ensure it is secure, current, and appropriate access protocols are applied Taking all practical steps to ensure your own safety and the safety of others

Capability

Capabilities required	
Specialist skills, knowledge, and qualifications	Strong understanding of data governance principles, controls, and risk management Ability to assess and resolve complex data issues using sound judgement Strong attention to detail and accuracy Ability to prioritise between competing demands to ensure deadlines are met Experience influencing stakeholders and improving processes across systems and teams Excellent customer service and communication skills Experience in coordinating team workflows and assigning queries Ability to work with people across all levels of the organisation Sound knowledge of finance processes and systems Substantial experience managing the full lifecycle of data—from creation and ingestion to archiving and disposal—with a focus on quality assurance. Relevant experience in master data management, finance operations, or a related area, demonstrating increasing responsibility and complexity Experience with SAP S4/Hana or a similar ERP system is desirable
Collaboration, relationship building, communication and interpersonal skills	Interacts productively with a wide range of people Seeks and considers other perspectives Works effectively to solve problems, gains trust easily and supports peers Demonstrates and fosters collaboration across teams
Organisation contribution	Demonstrates initiative in identifying and driving improvements across the function Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational and wider context of role
Delivering results	Demonstrates accountability for service delivery, data quality, and continuous improvement Plans and organises work to deliver on objectives High personal and professional standards and accuracy
Treaty Partnership	Understands where the Māori Crown relationship is important to DOC Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

Key working relationships

Internal	External
Finance Team members Procurement team members Permissions team members DOC staff via DOC Connect SAP Team Internal Audit	Customers Suppliers External Auditors

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).