

Job Description

Job Title:	Database Administrator
Directorate/Team:	Technology and Insight / Digital and Data Team
Location:	16 Summer Lane or other site/location
Responsible to:	Technical Services Manager
Responsible for:	0 staff / Contractors and Third-Party Suppliers
Key working relationships: (internal)	Heads of Service, Enterprise Architect, Solution Architects, Project Managers, Technical Delivery Staff, Technical Operations
Key working relationships: (external)	Third Party Suppliers, Consultants, Contractors

Purpose of the Post

The primary purpose of the database administrator (DBA) is to ensure the performance, integrity, and security of databases within WMCA. This involves managing, maintaining, and troubleshooting databases to ensure data is correctly stored, readily available, and protected from unauthorised access or loss.

Accountabilities

The role holder will play an essential role in maintaining and optimising the performance of our database infrastructure. This will include tasks such as database design, monitoring, troubleshooting, and data backup and recovery. The role holder will also work with relevant Technology & Insight staff to support and challenge the technical design of new and existing database-driven systems to meet the needs of WMCA customers and stakeholders utilising cloud platforms as appropriate.

Responsibilities

Strategic

- Predicting future database growth and planning for the necessary hardware and storage resources to accommodate that growth.
- Partner with specialists across the Technology & Insights team to deliver strategic D&D projects. Lead the provision of advanced database services that support organisational goals.
- Monitor and forecast resource needs in line with WMCA policies and service priorities, ensuring effective allocation and utilisation.
- Work with agility and professionalism to meet the evolving needs of WMCA and its technology teams, adapting to new challenges and opportunities.
- Work flexibly and with integrity to meet the needs of the WMCA, Technology & Insight and Digital & Data teams.

People

- Collaborating with developers and other stakeholders to design and develop database schemas, tables, and other structures that meet the needs of the organisation.
- Provide expert guidance, training, and support to users and developers on database-related issues. Promote best practices and foster a culture of continuous learning.
- Work with architects, project managers and other key stakeholders on the design and delivery of change work utilising databases.

- Oversee contracts and relationships with external vendors related to database administration, ensuring service quality and value for money. - Represent WMCA in a professional manner at all times.
Operational
- Conduct regular performance reviews, analyse query efficiency, and optimise indexing and database structures to ensure peak performance - Design and manage comprehensive backup and recovery strategies to safeguard data integrity and ensure business continuity in the event of system failures or disasters for on-prem and cloud-based databases. - Implement robust security protocols to protect databases from unauthorized access and breaches. Configure user roles, permissions, and encryption, and proactively monitor for suspicious activity. - Research, evaluate, and implement cutting-edge solutions aligned with industry best practices. Collaborate with hardware and software suppliers to identify specialist technologies that enhance database performance and resilience. - Manage ETL (Extract, Transform, Load) processes to ensure accurate and efficient integration of data from diverse sources, supporting analytics and decision-making across the organisation. - Maintain database systems in alignment with relevant regulations and standards, including Cyber Essentials. Conduct regular audits, maintain compliance documentation, and ensure all upgrades meet required frameworks. - Developing and testing disaster recovery plans to ensure that the database can be quickly restored in the event of a catastrophic failure. - Streamline routine tasks such as backups, monitoring, and maintenance through automation, reducing risk and increasing operational efficiency.
Financial
Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
Other
- Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role. - There will be a requirement to ensure that support is provided between 08:00 – 17:00 Monday to Friday excluding bank holidays. - There will be a requirement to work outside normal office hours to support WMCA's Digital and Data systems - There will be a requirement to work at any organisation sites as required and travel may be required on occasion - There will be a requirement to participate in the D&D Out of Hours shift rota - There will be a requirement to be on site at Summer Lane (or other allocated sites) 2-3 days per week

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Familiarity with industry best practices and emerging trends in SQL Server database administration.	X		X		
Understanding of relational database management systems and their principles.	X		X	X	
Proven experience in managing SQL Server databases in a production environment.	X		X	X	
Demonstrable evidence of producing high quality technical documentation		X	X		
Experience of working with Solution Architects and Developers in designing and implementing database driven applications		X	X	X	
Skills / Knowledge	E	D	A*	I*	T*
Strong experience as a DBA.	X		X	X	

In-depth knowledge of SQL Server database administration, including database design, installation, configuration, and maintenance.	X		X	X	
Broad knowledge of different database technologies and the appropriate use of them.	X		X	X	
Proficient in writing complex SQL queries, stored procedures, triggers, and functions.	X			X	
Experience with database performance tuning and optimization techniques.		X		X	
Familiarity with high availability and disaster recovery solutions, such as database mirroring, log shipping, and clustering.		X	X		
Knowledge of database security best practices and the ability to implement and enforce security measures.	X		X	X	
Knowledge of Azure or AWS		X	X	X	
Strong problem-solving and troubleshooting skills.	X		X	X	
Excellent communication and collaboration skills.		X	X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Either hold or be working towards a certification in SQL Server administration	X		X		
Degree Level or equivalent in an IT discipline		X	X		
ITIL 4 Foundation or higher		X	X		

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	‘One Organisation’ Mindset	Believe in each other’s expertise.

	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family
7/10/25	JEP630	SP32-SP36	