



Position Title: Data Analyst

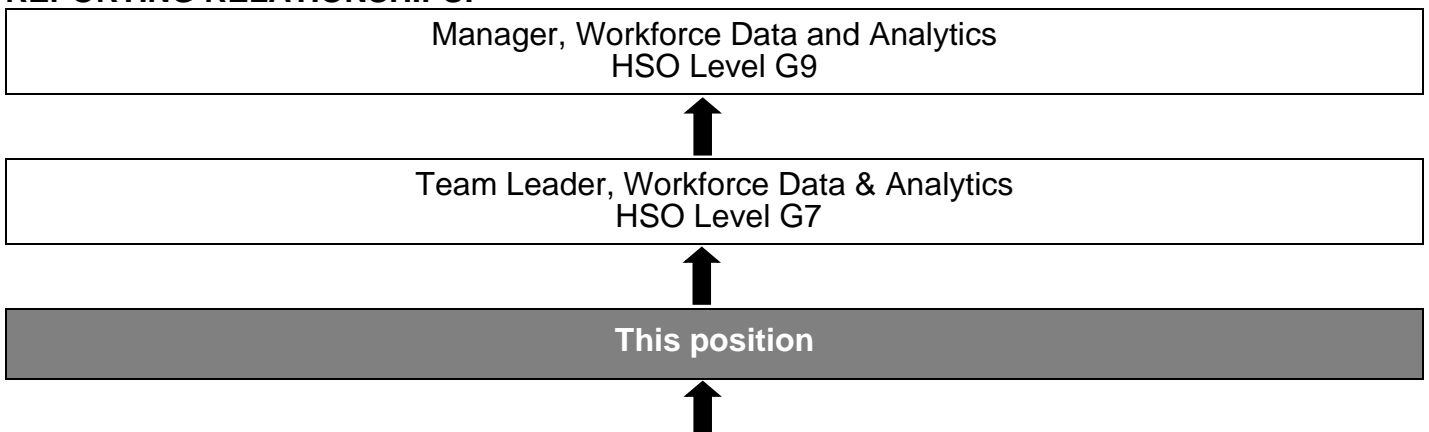
Classification	HSO Level G6
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Workforce and Organisational Development
Function	Assurance and Knowledge Management
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Workforce and Organisational Development Business Unit, the Data Analyst is responsible for providing a highly responsive customer focused data analysis service that meets customer needs and performance expectations by:

- Leading and managing the development, review, monitoring and provision of an optimal data analysis service for customers in alignment with service level agreements (SLAs), key performance indicators (KPIs), compliance standards, regulations and HSS' strategic intent;
- Understanding and interrogating Employee Services and payroll data, and working with multiple systems and sources to ensure continued integrity of data held on systems used by Employee Services and Payroll Services;
- Developing, implementing and maintaining a data management system with indicators, measures and data sources for Employee Services and Payroll Services; and
- Extracting, interpreting and analysing Employee Services and Payroll Services workflow activities and applying business analytics practices to gain meaningful insights to improve performance, drive continuous improvements and inform decision making.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title

Classification

FTE

No direct reports

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

Workforce and Organisational Development (W&OD) shapes and directs HSS culture, ensuring it is aligned with our purpose, values, objectives and strategic direction, delivering value for money, customer-focused services that meet client expectations and continuously improve. W&OD also provides human resource (HR) and industrial relations (IR) functions for HSS.

W&OD delivers its services through four functions:

Payroll Services ensures WA health system employees are paid accurately and on time and includes services such as payroll advice, assistance processing leave, taxation, superannuation and workers compensation payments.

Employee Services delivers end to end recruitment and appointment services and supports customers across the WA health system with establishing organisational structures and providing workforce data analytics and reporting. The function manages NurseWest which provides centralised casual nursing and midwifery pools to fill temporary nursing shifts in public hospitals.

Assurance and Knowledge Management ensures services provided by Recruitment and Payroll Services meet quality, legal and compliance standards. This function also implements strategies that build organisational capability such as knowledge management, education and training and fosters a culture of continuous improvement.

HR and Capability provides the day-to-day HR management, organisational development, industrial relations and occupational safety and health for HSS. This function leads the implementation of the organisation's culture strategy and provides HSS leaders and employees with HR consultancy, strategic workforce planning, performance management and capability development services.

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains the HSS "Think Customer First" culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

This role is responsible for providing a highly responsive, customer focused data analysis service that meets customer needs and performance expectations, which will require you to:

- Provide a highly responsive and proactive customer focused service by understanding the customers' needs, providing advice and guidance, being proactive, offering solutions and resolving any queries;
- Lead and manage the development, review, monitoring and provision of an optimal data analysis service for customers in alignment with SLAs, KPIs, compliance standards, regulations and HSS' strategic intent;
- Understand and interrogate Employee Services and Payroll Services data and work with multiple systems and sources to ensure continued integrity of data held on systems used by Employee Services and Payroll Services for monitoring and analysis;
- Develop, implement and maintain a data management system with indicators, measures and data sources for Employee Services and Payroll Services;
- Establish baseline data and track in line with SLA KPIs, compliance standards etc;
- Execute data queries, undertake qualitative and quantitative data analysis, identify problems and report on data trends;

- Support the Assurance, Knowledge and Quality team by extracting, interpreting and analysing workflow activities and applying business analytics practices to gain meaningful insights to improve performance, drive continuous improvements and inform decision making;
- Develop, design and implement innovative data and business analytic solutions using modelling and dashboards;
- Understand Structured Query Language (SQL) and apply this knowledge to interrogate complex databases;
- Plan, organise and undertake analysis of statistical information;
- Contribute to the development, implementation and performance monitoring of the function;
- Monitor data structures, data quality and control mechanisms;
- Develop and review data analysis stages;
- Consult and collaborate with other areas of HSS in the development and management of performance and reporting initiatives/systems used to monitor the business performance;
- Monitor and report on key activities and workload;
- Contribute to the development and implementation of Employee Services and Payroll Services projects and initiatives including identifying opportunities for improvements and proposing solutions; and
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated commitment and ability to deliver a responsive customer focused service with a personal commitment to continually achieving a high level of customer satisfaction.
2. Demonstrated experience in building data management solutions and working with the relevant data management software to handle large and complex data sets.
3. Demonstrated experience collecting, interpreting and undertaking qualitative and quantitative data analysis in a complex environment to gain meaningful insights to improve performance, drive continuous improvements and inform decision making.
4. Excellent interpersonal skills with the ability to develop and manage collaborative relationships with internal and external customers, business partners and stakeholders.
5. Excellent communication skills with ability to articulate findings/results in a clear and concise manner.
6. Highly developed accuracy and attention to detail.

DESIRABLE CRITERIA:

1. Tertiary qualifications in relevant discipline.
2. Sound knowledge of database management principles and understanding of Structured Query Language (SQL) with the ability to apply this knowledge to interrogate complex databases.
3. Current knowledge of legislative and regulatory frameworks for data confidentiality and privacy and how the underlying legislative obligations impact on the organisation's employment and service delivery.
4. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

Version control	Description	CRC Approval Date	Registered Date
Vs 2.1	JDF Amended	16/02/2022	20/11/2023