

**Position Title: Manager, Data and Analytics**

<b>Position number</b>	00014349
<b>Classification</b>	HSSO Level G9
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Finance and Operations
<b>Function</b>	Analytics and Reporting
<b>Location</b>	Perth Metropolitan Area

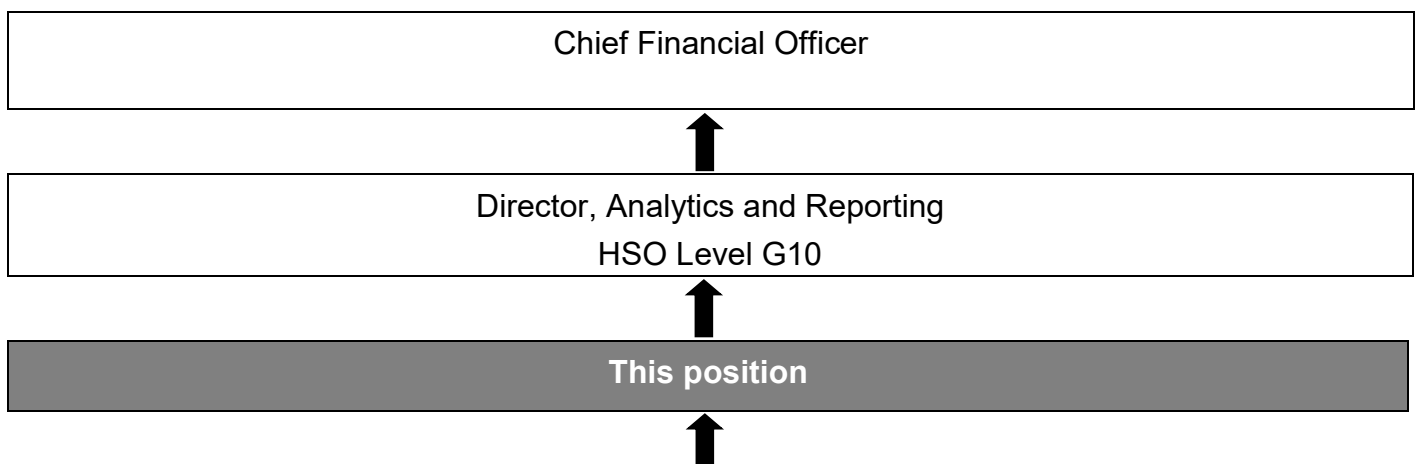
**HSS Registered**

**KEY ROLE STATEMENT**

As a member of the Health Support Services (HSS) Finance and Operations Business Unit, the Manager, Data and Analytics is responsible for:

- Supporting a central analytics capability for HSS performance data;
- Maintaining the pricing and charge out models and business reporting.
- Support the Customer Experience Business Unit in maintaining the service catalogues, Service Level Agreement (SLA) and Key Performance Indicators (KPI)
- Provide insightful analysis and reporting of trends and observations based on measures and metrics; and
- The collection of data through agreed technical tools as well as qualitative and quantitative data through group and/or face-to-face customer meetings

**REPORTING RELATIONSHIPS:**



Directly reporting to this position:

Title & Position Number	Classification	FTE
Nil	NA	NA

## ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

## HSS BUSINESS PLAN FOR 2019-21

# Our Business Plan for 2019-21

Purpose

We support our customers to provide excellent health care  
Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think customer first

We promise, we own, we do

We will find a way

We make a difference together

Objectives

**SIMPLE**  
Simplifying the customer experience

**RELIABLE**  
Consistently delivering a high quality service to our customers

**RESPONSIVE**  
Responding to our customers' needs and expectations

KPIs

Customer Effort Score

SLA Performance  
Service Agreement Performance  
Financial Performance  
Customer Driven Program Delivery

Culture Score  
Employee Engagement Score  
Transform2021 Performance

Priority Themes

Operating Model

Business Performance

Customer Experience

Culture and Capability

Key Activities

Completing the design and implementation of the remainder of our new Operating Model (and organisation structure).

Focusing on the Transform2021 program, and consolidating all other change and improvement initiatives, to drive better performance across our core services.

Working to improve our customers' experiences, including enhanced customer service skills, systems and processes.

Ensuring our people are equipped with the right set of capabilities and behaviours to support our business objectives.

## BUSINESS UNIT ROLE:

### Finance and Operations

The HSS Finance and Operations Business Unit is responsible for managing the core financial services for HSS' customers, by providing accounts payable and receivable transactional services, as well as finance and operations services for HSS internally. For customers this means ensuring invoices are raised and debts are managed in a timely way. For HSS this includes managing accounting, planning, reporting against SLAs and tax for the organisation as well as facilities management.

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## POSITION RESPONSIBILITIES:

### HSS Participation (Team):

- Maintains a client focus on service delivery including client contact and management.
- Contributes to the HSS's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Business Unit, Function, Team and the HSS.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of the HSS's designated outcomes, and to promote the HSS's service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the Finance and Operations Business Unit and HSS, if required, on Whole of Health and Government committees and working parties.

### HSS Management:

- Promotes a customer-focused culture and a team-based approach based on the Health Support Services values and strategic priorities.
- Champions collaboration, continual improvement and quality management. Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisations operational and transformational priorities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer expectations.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

### HSS Participation

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

### **Role Specific Responsibilities and Key Outcomes:**

- Undertakes the development, preparation and calculation of the KPIs (both efficiency and effectiveness indicators) and other performance measures that evaluate HSS' performance across all performance domains in line with Statutory and Service Level Agreement (SLA) reporting requirements and appropriate benchmarks, as well as providing a central analytics capability for HSS performance data.
- In consultation with the stakeholders, defines and implements the development of the Service Catalogue and service measures in the SLA through consultation with relevant stakeholders.
- Works with the Director, Analytics and Reporting to manage the continuous improvement and systemisation of the Costing and Pricing of Model and reporting tools to increase efficiency and effectiveness.
- Manages the preparation of formal advice (including Key Performance Indicators and other performance measures) relating to HSS monthly performance across all domains of access to services, to the Chief Executive, Chief Financial Officer, HSS Executive Leadership team and WA Health System Manager.
- Undertakes strategy and work plans/projects specific to operational analytics, predictive analytics and resource management, including engagement with subject matter experts and business leads within HSS.
- Develops and communicates the strategic, technical and financial implications of Performance management to Chief Financial Officer, HSS Executive Leadership Team, and WA Health System Manager.
- Develops ways to integrate costing and business information across the core streams of the Finance and Operations to present HSS performance and analytics via business intelligence reports and tools.
- Identifies opportunities and implements solutions in collaboration with other teams within Finance and Operations where access and interpretation of data via innovative tools/methods can be used to drive performance improvement.
- Provides specialist and strategic advice on performance and analytics activities, focussing on the enablers to produce tools for monitoring, and management of information and presents this information to the HSS Executive Leadership Team.
- Develops, implements and manages the strategic and operational priorities of HSS concerning financial analytics and performance reporting for all services.
- Supports the development of stronger relationships with stakeholders across all services concerning performance and analytics projects and business case priorities.
- Develops strong consultative working relationships to effectively liaise, consult and negotiate with key internal and external stakeholders
- Develops, manages and enhances business intelligence systems to facilitate and inform analyses and reporting by the department.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Experience within a Business Intelligence and Information Management function within a large/complex organisation
2. Demonstrated ability to deliver reporting and analysis in relation to Financial Operations and Business Intelligence.
3. Understanding and experience in drafting Structured Query Language (SQL) scripts as applied in data analysis and automated reporting.
4. Highly developed research and problem-solving skills, with the ability to think and act strategically, tactically and operationally.
5. Highly developed accuracy and attention to detail.
6. Highly developed communication, interpersonal and negotiation skills including the ability to liaise with others at all levels.

### DESIRABLE CRITERIA:

1. Tertiary or higher education in related field.
2. 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.

**DIRECTOR HR & CAPABILITY**

**EXECUTIVE DIRECTOR**

SIGNATURE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

DATE \_\_\_\_\_