

Position Title: Reporting Analyst

Position number	00014850
Classification	HSO Level G6
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Finance and Operations
Function	Analytics and Reporting
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Finance and Operations Business Unit, the Reporting Analyst is responsible for:

- Supporting the team to provide key performance metrics, including customer costing and pricing, that are relevant, accurate, timely and reliable, and are consistent with HSS' Service Agreement and SLAs (Service Level Agreements).
- Assisting in the development of innovative reporting solutions that support evaluation of Health Services activities against relevant funding models, Key Performance Indicators and appropriate benchmarks.
- Assisting in the preparation of reports to comply with Department of Health (DoH) and Department of Treasury requirements.
- Delivers in relation to reporting requirements and key performance indicators.

REPORTING RELATIONSHIPS:

Director, Analytics and Reporting
HSU G10



This position

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.

POSITION RESPONSIBILITIES:

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:

- Develops innovative reporting solutions that support evaluation of Health Services activities against relevant funding models, key performance indicators and appropriate benchmarks.
- Prepares monthly trend analysis of HSS operations and support the in-depth analysis of key cost and activity drivers.
- Supports the Department's activities in relation to specific projects such as State and National benchmarking, KPI and quality improvement.
- Supports the identification of key performance issues for communication to operational owners.
- Analyse, evaluate, report and advise on HSS performance against agreed indicators.
- Contribute to and coordinate the development of HSS cost pricing framework.
- Develop and/or participate in the preparation of business cases for new/improved services to be presented to internal and external stakeholders.
- Develop and maintain effective networks and working relationships with colleagues, stakeholders, management, other public sector agencies and members of the community.
- Develop innovative new ad hoc and automated data extraction assets.
- Support the preparation of monthly HSS reporting suite.
- Responsible for assisting with the development, preparation, analysis and timely provision of reports, data extracts and performance information for client requirements.
- Supports the identification and provides financial input to proposals to improve the provision of HSS services.
- Maintains up to date knowledge of professional standards, practices, trends and current issues in data, analytics operation techniques and developments.
- Ensure the availability and enhance the relevance, timeliness and accuracy of financial, statistical and performance activity information.
- Assist budget holders and service owners in obtaining and understanding the information required to make informed decisions.
- Perform other duties as directed

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Experience within a Business Intelligence and Information Management function within a large/complex organisation.
2. Demonstrated experience in the provision of performance reporting.
3. Demonstrated experience with data manipulation tools and reporting applications such as Structured Query Language (SQL) scripts and MS Power BI.
4. Intermediate MS Suite skills with proficiency in MS Excel and MS Powerpoint.
5. Sound research and problem-solving skills, with the ability to think and act strategically, tactically and operationally with highly developed accuracy and attention to detail.
6. Sound communication, interpersonal and consultation skills including the ability to relate effectively with others at all levels.
7. Ability to work independently and within teams.

DESIRABLE CRITERIA:

1. Tertiary or higher education in a 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 _____