



Senior Business Intelligence Analyst

Business and Customer Services

Position number	00039798
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 6
Reports to	Manager Business Improvement (Level 8)
Direct reports	Nil

Context

The Business and Customer Services Directorate (BCS) supports the objectives and outcomes of clients by providing value for money corporate services through streamlined business systems and processes and skilled and motivated people.

The Business Capability branch leads and advises on operation direction and systemic improvement initiatives and outcomes, to continually improve customer service delivery.

The branch is responsible for initiating, managing and coordinating programs to enhance the capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across the Department.

The Business Intelligence and Analysis team supports our service delivery principles and strategic goals of high quality information and evidence based, future focused decision making. It provides business analytical examination and performance indicator monitoring to support:

- evidence based decision making
- progress monitoring of the delivery of our business objectives in sport of our vision and goals
- identification of opportunities to improve business practices and support for schools.

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Key responsibilities

Specialist Services

- Develop and support the strategic and operational approaches to information and knowledge management for Education Business Services.
- Administer and configure corporate reporting and management systems, ensuring appropriate user access and alignment with business key performance indicators (KPI's).
- Monitor, analyse and evaluate corporate management systems.

- Collect, validate and analyse data and process metrics against measured benchmarks, research industry best practice and recommend system efficiency improvements.
- Produce accurate, timely, comprehensive reports on business process and system effectiveness and performance.
- Provide recommendations to address trends, issues and areas for continuous system process improvements and capability building strategies through data analysis.
- Provide training and support to build capability to use contemporary business intelligence tools to mine data sources and look for trends.
- Design, develop and maintain guides and other documentation to support reporting systems.

Customer and Stakeholder Support and Liaison

- Establish and maintain collaborative working relationships and effective communication networks with internal and external stakeholders.
- Liaise and negotiate with stakeholders to identify requirements and reach a consensus about priorities.
- Maintain a focus on customer service delivery to ensure customers and other stakeholders are satisfied with services and support.
- Support Departmental and Education Business Services (EBS) change initiatives.
- Ensure communication with staff at all levels across EBS and the Department is effective, clear and concise.

Branch Support

- Contribute to the Directorate achieving its goals and outputs.
- Participate in performance management activities to ensure development meets personal goals and business needs.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Represent the Branch, as required, on Directorate committees and working parties.
- Undertake research to contribute to the development of business cases and parliamentary and ministerial responses.

Selection criteria

1. Demonstrated considerable skills and experience with data extraction, performance monitoring and reporting, using tools such as Power BI.
2. Demonstrated skills and experience in researching user information requirements and assisting clients with establishing business performance monitoring processes and reports.
3. Demonstrated highly developed conceptual and analytical skills to interpret data, identify problems, provide overviews, generate strategies to address issues and drive continuous improvement.
4. Demonstrated highly developed verbal communication and interpersonal skills to undertake productive consultation, collaboration, negotiation and build effective relationships with key internal and external stakeholders to influence change.
5. Demonstrated highly developed written communication skills, including experience in preparing reports, briefing notes and responses using analysed and interpreted data to senior management and external stakeholders.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

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

ENDORSED

Date 15 June 2020
Reference D20/0268273