POSITION DESCRIPTION

Position Number	00021167, 00021206, 00021207
Position Title	Senior Business Intelligence Analyst
Classification	PSO Level 6
Division	Clinical Excellence
Directorate	State Health Operations Centre (SHOC)
Position Status	Temporary
Award	Public Sector CSA Agreement
Site Location	East Perth

ORGANISATIONAL ENVIRONMENT

Our Vision	A WA health system that delivers safe, high quality and sustainable services that support and improve the health of all West Australians.
Our Mission	To lead and steward the WA health system.
Our Values	Purposeful, Caring, Collaborative, Open, Outcome-focused

REPORTING RELATIONSHIPS

Division: Clinical Excellence

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Executive Director
State Health Operations Centre

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Program Director
State Health Operations Centre

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Data and Digital Manager
State Health Operations Centre

This Position

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Directly reporting to this position:

Title & Position Number	Classification	FTE
Nil	N/A	N/A
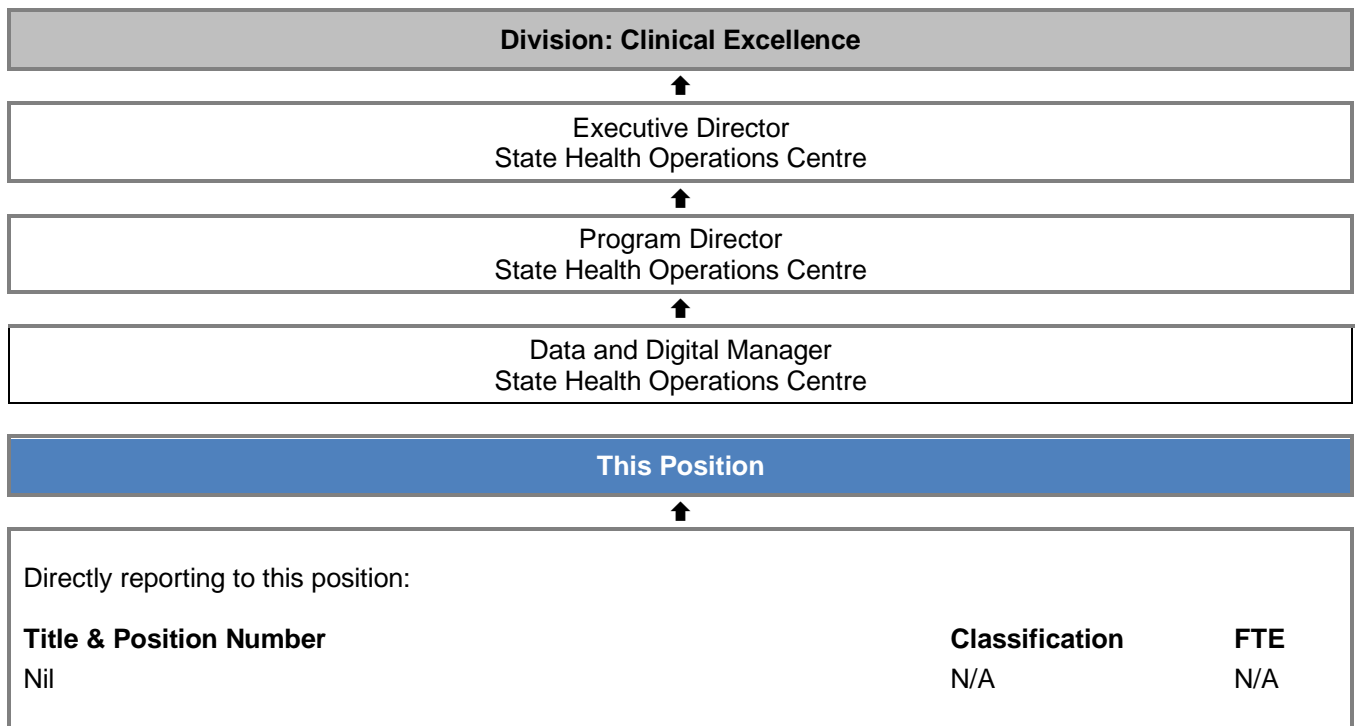
KEY RESPONSIBILITIES

The State Health Operations Centre (SHOC) focuses on improving the coordination and efficiency of patient transport services and establishing new functions to manage the demand on emergency departments and ease system pressures. SHOC aims to improve the patient experience and outcomes by providing system-wide situational awareness and oversight of demand pressures to highlight issues and facilitate a coordinated response where required.

Directorate Overview: The SHOC will bring together key functions from across the health system to operate in greater coordination and synergy to manage safe and efficient patient flow. These functions include patient transport services; call taking, triage and dispatch (St John WA); virtual emergency care; and establishing situational awareness of demand and pressure across health service providers and St John WA by ensuring collective system-wide access to data, analysis and predictive analytics capability.

The SHOC will also facilitate quick stand up of an incident management or health emergency operations centre as required.

Function Overview: The Data and Digital function within SHOC aims to enable the SHOC to implement real-time data-driven proactive decision making. Through the utilisation of current and future digital platforms, Data and Digital leads the delivery of real-time business intelligence solutions and adhoc reporting which enables holistic expedient visibility of patient flow .

Position Overview: The Senior Business Intelligence Analyst role, part of the Data and Digital function of the SHOC, is responsible for designing, planning, and implementing data analysis and research in relation to health-specific business intelligence. Successful candidates will undertake complex analysis across the system, liaising with multiple stakeholders to understand and translate business requirements into technical specifications to inform and enable Executive decision-making.

BRIEF SUMMARY OF DUTIES

This section outlines the results and outcomes required of an individual in this position.

Employees are required to undertake all duties and responsibilities in accordance with Department of Health WA Code of Conduct, policies / procedures, and relevant legislation.

Undertakes high level research and analysis of internal and external Business Intelligence data and identifies key analytical trends or issues which concern the organisation.

Co-ordinates and undertakes the analysis of Business Intelligence data, and evaluates the systemwide impacts.

Maintains an awareness of Business Intelligence trends, benchmarks and issues particularly in relation to large and/or complex organisations.

Applies highly advanced computer skills and experience in various system applications including interrogating and manipulating large datasets.

Proficient in data analysis tools and languages such as SQL, DAX, Python, R, and Microsoft Power BI.

Undertakes high level data analysis, forecasting and scenario analysis pertaining to Business Intelligence data.

Contributes to recommendations that inform the decision-making in relation to Business Intelligence.

Contributes to advanced, strategic system-wide advice to key stakeholders relating to Business Intelligence issues, strategies and initiatives, including data reform.

Demonstrated ability to work collaboratively in a fast-paced environment, liaising with multiple stakeholders to translate business requirements into technical specifications.

Researches and prepares presentations, Briefing Notes, responses to Parliamentary Questions, Ministerials and other correspondence in relation to Business Intelligence data.

Co-ordinates and/or participates in project teams at various levels, using applied project management principles and processes.

Prepares project plans, briefings, research and evaluation reports, project status reports etc. as required.

Develops and maintains partnerships and networks with key stakeholders to facilitate achievement of WA health system's Business Intelligence business objectives.

Liaises with a wide range of internal and external stakeholders in the development and implementation of Business Intelligence related strategies and initiatives.

Provides support to and/or represents the Branch and the Department at State/Commonwealth level on committees and working parties as required.

Contributes to continuous improvement in the reporting and dissemination of Business Intelligence information to internal and external key stakeholders.

Contributes to the continuous improvement of branch procedures, resource allocation and work Practices

Supports and/or mentors staff as appropriate to develop analytical and research capacity.

Collaborates within the team to maximise work outputs, and to identify and address skill and knowledge development needs.

Performs other duties as required.

WORK RELATED REQUIREMENTS

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

Essential Selection Criteria

1. Substantial experience in the analysis of data in a variety of contexts utilising data analysis tools and languages such as SQL, DAX, R, Microsoft Excel, and Microsoft Power BI.

2. Demonstrated high level conceptual, analytical, and research skills, with the ability to provide innovative thinking in problem solving and implementing improved work practices.

3. Well-developed verbal and written communication, including report writing skills, and interpersonal skills with the ability to negotiate, liaise and consult with a range of stakeholders in various contexts.

4. Demonstrated experience in project management, including planning, monitoring and evaluation.

Desirable Selection Criteria

1. Tertiary qualifications in a relevant discipline.

2. Familiar with cloud technologies (such as Snowflake) and / or other cloud solutions.

3. Comprehensive understanding of current data analysis methodologies and emerging trends in Business Intelligence planning and development, with particular emphasis on their application to public healthcare on a large and complex scale.

Appointment Factors	
	− Provision of the minimum identity proofing requirements.
	− Successful Criminal Record Screening Clearance.
	− Successful Pre-Employment Integrity check.

CERTIFICATION

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

Manager/Supervisor	Director/Division Head
NAME:	NAME:
SIGNATURE:	SIGNATURE:
DATE:	DATE: