

POSITION DESCRIPTION

Position Title	Manager Analytics and Performance
Directorate	Strategy and Brand
Department	Not Applicable
Unit	Not Applicable
Reports To	Chief Strategy, Business Development and Communications Officer
Enterprise Agreement	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015

Position Objective

- Lead and manage the organisation's data, analytics and performance function which then informs the business strategy via critical business insights.

Key Responsibilities

- Your duties will range from investigating, reviewing and managing data inputs, storage and outputs, reporting and dash boarding and insights generation.
- This role will require you to explore new reporting tools and techniques.
- You will be responsible for accessing various large data sources and delivering accurate and timely reports.
- You are the first point of contact and subject matter expert for Analytics and Reporting and act as the conduit between the Service Provision Team, Finance and Strategy as it relates to business insights.
- Preparing, reviewing and/or presenting analysis, reports and insights with an emphasis on providing fact-driven strategic advice and recommendations to Executive Management Team.
- You are required to build relationships with key business stakeholders, developing an understanding of each team's objectives, consulting around their strategy and identifying opportunities for improvement.

Key Selection Criteria

- Demonstrated experience in conducting qualitative assessments to facilitate business decision-making with strong analytical skills that challenge the status quo.
- Ability to constructively challenge business performance and strategies based on robust fact based analytics and a strong understanding of the drivers of each service team.
- Proven background working in a BI/Reporting and/or analytical environment, delivering insights from data via targeted reporting and analysis in a fast paced environment.
- Modelling capabilities using both financial and non-financial data including (but not limited to) labour productivity and effectiveness.
- The ability to negotiate and resolve complex issues with a range of internal and external stakeholders with varying priorities.
- Excellent interpersonal and communication skills with a proven ability to effectively communicate with stakeholders and colleagues at various levels of seniority.
- Experience managing a small team, enhancing team culture by demonstrating organisational values and professionalism to manage priorities and achieve key deliverables.
- 5+ years' experience in a comparable role managing data inputs, storage and outputs, reporting and dash boarding, insights generation.
- Strong computer skills with proficiency in Excel (including experience with pivot tables, macros, lookups), Word, PowerPoint and Microsoft Access, SQL Server (database management).
- Experience with business intelligence or advanced visualization tools such as Tableau, Microsoft PowerBI.
- Develop new dashboards and provide support for existing reports and dashboards.
- Ability to multi-task and meet conflicting deadlines through definitive planning and prioritising.
- Excellent written and verbal communication skills.
- Demonstrate strong problem solving and troubleshooting skills, resourceful and self-motivated.
- Able to work successfully with teams, handling multiple projects and meeting tight deadlines under pressure.

Other Information

- This role is subject to a satisfactory National Police History check.

Occupational Health and Safety

- Ensure that IPC Health's Occupational Health and Safety Policy and Procedures are continually observed and complied with.
- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with IPC Health's OHS Frameworks.
- Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.
- Actively participate in hazard elimination where practical.

Organisational Values

IPC Health is committed to an organisational philosophy where respect, responsiveness, fairness, creativity, quality and connectedness are core values.

IPC Health is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. IPC Health encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.

Physical Inherent Requirements

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| Office Duties: | <ul style="list-style-type: none">• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.• General office based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries. |
| Driving: | NA |
| Work Environment: | <ul style="list-style-type: none">• May be required to work from different sites, including home visiting and offsite facilities.• Exposure to varied weather conditions. |
| Carrying and Lifting: | <ul style="list-style-type: none">• Infrequent lifting and carrying of items up to 5kgs. |
| Standing and Walking: | <ul style="list-style-type: none">• Standing and walking for periods up to an hour at a time with breaks. |
| Bending and Reaching: | <ul style="list-style-type: none">• Required to occasionally bend and reach. |

Human Resources Use Only

Position Number(s)	10586
Last Reviewed	12 December 2017