My role with Anglicare

POSITION DESCRIPTION

Position Title:	Information & BI Manager
Employment Status:	Fulltime
Reports To:	Chief Information Officer (CIO)
Department:	Information & Communications Technology
Direct Reports:	BI Developer, Reporting Officer and Reporting Lead
Key Relationships:	**Internal**: Anglicare managers and team members, ICT team
	External: Vendors

Organisational Context

For 140 years, we have been providing a broad range of diverse services for our clients and community in areas of aged care, disability services, children and families support and mental health and wellbeing programs.

Employing 2700+ people and supported by 400+ volunteers, we operate in a competitive environment undergoing significant industry reforms.

Position Statement/Overall Purpose

This role is responsible for the design, development and ongoing management of Anglicare's Information and Business Intelligence capability for better insights, business decisions and outcomes.

The position is responsible for outlining the organisation's BI strategy and leading activities relating to reporting, business intelligence, dashboarding and analytics across all business functions and units of Anglicare. Furthermore, it informs and drives information management activities in respect of data governance requirements and reporting considerations.

Key Accountabilities

1. **Information & Business Intelligence Capability**

- Provide vision and leadership to establish business intelligence within the organisation/the business intelligence environment
- Define the BI strategy/roadmap and implement via robust project management
- Provide high level technical expertise on the conceptual design of Anglicare's data warehouse and broader business intelligence capability
- Scope and lead the analysis, design, development, testing and implementation of Anglicare's data warehouse
- Leading the design, development and implementation of critical business intelligence initiatives and projects that will contribute to strategic decision-making across Anglicare
- Leading the strategic design, delivery and maintenance of the business intelligence program that will support business priorities

- Collaboratively and extensively investigating, analysing and interpreting business information needs based on a strong understanding of business processes, drivers and priorities
- Developing and implementing governance and post-implementation evaluation over all activities to ensure outcomes achieved meet organisational objectives
- Identifying data quality issues and supporting information governance by participating in necessary activities and assisting in the development of and adherence to database and development standards
- Providing high level conceptual and technical direction and education of data warehousing and business intelligence best practice
- Define the delivery of information, analytics platforms, and various solutions to internal clients and oversee all aspects of its implementation
- Drive information management activities related to data governance and how they impact reporting
- Work closely with business units to ensure that reporting needs are identified and programs of work developed and tracked to deliver business value
- Manage and lead the transition to Power BI as the future business intelligence platform
- Leads the team through effective communication, problem-solving, and knowledge of best practices to guide on issues related to the design, development, and deployment of information and reports
- Extending knowledge of Business Intelligence to provide ongoing refinement of processes to improve business operations.

2. Financial Management & Reporting

- Input to annual budget preparation
- Manage the annual departmental expenditure budget to ensure that activities/services are delivered within agreed budget and timeframes
- Management reporting including against KPIs/metrics/objectives.

3. People & Team Management

- Build a high performing team through effective employee engagement
- Ensure individuals/teams are aligned to the business plan and goals with clear performance expectations/accountabilities
- Create an environment to enable people to achieve their potential and to embrace change
- Ensure employees are behaviourally aligned with organisational values
- Contribute to ASQ's organisational capability and embed a client centric culture.

NB. Other duties may be assigned from time to time.

Key Expected Outcomes

- Develop and implement the BI strategy and a robust business intelligence environment
- Development of the BI capability including delivery of high quality business reporting outcomes
- Provision of high level technical expertise on the conceptual design of Anglicare's data warehouse and broader business intelligence capability

- Successfully lead and deliver analytics through Power BI as the future business intelligence platform
- Manage the development of best practices and data quality assurance with custodial (business) owners
- Oversee/manage the growth, integrity and compliance of data within and reports generated from the warehouse
- Sound Unit performance
- An engaged and high performing team committed to Mission (purpose) and is culturally aligned
- Productive collegiate relationships and internal/external partnerships.

Key Skills, Experience & Qualifications

- 5 years' experience in implementation of BI and operational reporting strategy and delivery with a proven track record
- Demonstrated deep understanding of business intelligence with expert-level experience with analytical, data mining and visualization tools such as Power BI, SSAS multi-dimensional and tabular, SSRS, Azure and other cloud technologies;
  - o In depth, hands-on expertise in business intelligence design and tools
  - o In depth knowledge and understanding of SSAS
  - o Specialist knowledge and proficiency in contemporary BI activities, practices, operations, and industry standards
- 3 – 5 years of managing data warehouse and reporting infrastructure
- Deep technical expertise with the delivery and management of BI analytics data warehouses to enable business initiatives
- A strategic problem solver who is thorough, detailed, creative, and analytically sharp
- Project management experience to lead projects that have widespread impact in a complex and diverse organisation
- Expert knowledge of Information management with a focus on data governance and master data management
- Strong communication skills with the ability to collaborate across business functions
- Strong client facing skills with highly developed stakeholder management and negotiation skills
- Proven ability to lead, coach, and mentor ICT staff
- Degree in Computer Science, Business or similar field, and/or other relevant qualifications or equivalent experience

Delegation of Authority

In accordance with delegations and authority levels.

Other Position Requirements

1. The successful candidate is required to participate in pre-employment screening and maintain:
   a. National Police Certificate
   b. Qualifications (credentials) check.
2. Current Queensland Driver Licence