

POSITION TITLE	Business Intelligence and Performance Manager (Band 3)
POSITION TERM	Ongoing
FUNCTION / DEPARTMENT	Organisational Performance - Operations
REPORTING MANAGER	Director, Organisational Performance
No. DIRECT REPORTS	2
LOCATION	Melbourne
APPROVED BY	Dean & CEO
APPROVAL DATE	19 November 2024

ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

The School delivers education programs, accredited and non-accredited (customised and open-to-market professional learning), research and a range of related services to build capability in and support effective ethical public governance, administration and public policy. It brings together academic and practitioner experts from across our member governments and around the world to cater to current government and public sector learning and development needs and anticipate and address future government and public sector challenges.

ABOUT THE POSITION

The Business Intelligence and Performance Manager is a pivotal role within ANZSOG, responsible for ANZSOG's reporting and data architecture, and for facilitating ANZSOG planning processes.

This role is crucial in consolidating and analysing metrics from various facets of the organisation, including financial performance, employee experience, student experience, customer experience, and faculty experience. The successful candidate will ensure that data-driven insights are at the forefront of strategic decision-making processes, enhancing the overall performance and efficiency of ANZSOG.

Reporting to the Director, Organisational Performance, the Business Intelligence and Performance Manager will work closely with senior leadership and various departments to understand their data needs and develop tailored reporting and analysis solutions. By fostering a culture of data literacy and continuous improvement, this role will significantly contribute to ANZSOG's mission of delivering high-quality professional learning programs to the public sector.

The Business Intelligence and Performance Manager will advocate for the use of data-driven insights in strategic planning and operational processes. They will stay updated with industry trends and best practices in business intelligence and data analytics.

KEY FUNCTIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

- Collaborate with internal stakeholders to understand their data needs and ensure the reporting solutions meet these requirements.
- Develop and maintain a robust reporting framework that aligns with ANZSOG's strategic goals. This includes selecting appropriate tools and technologies to support data collection, storage, and analysis.
- Provide pricing and costing support that supports a culture of financial accountability and performance.
- Monitor financial performance and make recommendations for improvements to optimize resource allocation.
- Design and implement performance frameworks including KPIs and balanced scorecards, ensuring metrics are meaningful, measurable and regularly reviewed.
- Integrate and analyse metrics from various departments to provide comprehensive insights into ANZSOG's organisational performance, and coordinate monthly performance reporting
- Provide training and support to enhance data literacy within the organisation and act as a liaison between technical teams and business units to ensure alignment on data initiatives.
- Establish and monitor key performance indicators (KPIs) to track progress and identify areas for improvement is a critical responsibility.
- Provide strategic direction on data management and reporting practices to support informed decision-making.
- Lead and coordinate strategic, business and project planning processes across the organisation, ensuring integration and alignment between planning levels and business objectives
- Oversee the business case development process, including templates, review processes and outcome monitoring
- Drive process standardization and continuous improvement, developing frameworks and guidelines across the organisation.
- Support the alignment of team activities and resource allocation with ANZSOG's priorities, contributing to the successful execution of strategic initiatives.
- Foster a culture of learning and adaptability within the team, promoting continuous professional development and enhancing team effectiveness in achieving ANZSOG's goals.
- Uphold ANZSOG's values by fostering a collaborative, inclusive environment that encourages open communication and teamwork across functions.
- Monitor and manage team budgets effectively, tracking expenses and assisting in aligning financial decisions with broader organisational objectives.
- Ensure high standards of integrity, transparency, and compliance within the team, supporting a safe and ethical work environment.

MANAGEMENT

This role has staff management responsibilities, overseeing a team of 2 direct reports.

ABOUT YOU

The Business Intelligence and Performance Manager has a passion for leveraging data to drive organisational performance. With a strong background in business intelligence and data analytics, they have a proven track record of designing and implementing effective data architectures and reporting frameworks in collaboration with their key stakeholders. Their strategic mindset and excellent communication skills enable them to translate complex data into clear, actionable insights that support decision-making at all levels of the organisation. They are a collaborative leader who

thrives in a dynamic environment and is committed to fostering a culture of continuous improvement and data literacy.

QUALIFICATIONS / EXPERIENCE

- A minimum of 5 years of experience in business intelligence, data analytics, or a similar role, with a proven track record of designing and implementing data architectures and reporting frameworks.
- A tertiary qualification is required, with a preference for Business, Data Science, Information Technology, or a related field.

SKILLS / COMPETENCIES

- Demonstrated ability to lead and inspire a team, including prioritising work, managing competing interests, and meeting delivery expectations to deadline.
- Strong interpersonal skills to engage effectively with stakeholders at all levels, including senior level representatives.
- Ability to think strategically and align data initiatives with organisational goals, ensuring accuracy, quality, and credibility.
- Advanced analytical and problem-solving skills, with a commitment to creative problem-solving and continuous improvement.
- Well-developed verbal and written communication skills, with the ability to present complex data insights clearly and distil information for decision makers.
- Exhibits high levels of integrity, professionalism, sound judgment, and ethical behaviour.

ANZSOG VALUES

ANZSOG is a values-based organisation which means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, and we aim to ensure that they infuse our behaviours and attitudes as members of the ANZSOG community.