

# Position Description



**Position Title** Senior Business Intelligence Analyst

**Job Group** JG 5

**Division** Performance, Risk & Strategy

Ensure that the TAC's strategic direction and associated program of work is designed to achieve ambitious but achievable performance goals and targets; and is informed by clear insights and responses to performance data, issues and risks. This division is responsible for the oversight and management of the Actuarial, Performance Analytics and insights, Business Intelligence, Enterprise Risk Management, and Strategy functions. It supports business owners in the realisation of benefits and will execute and measure the TAC's strategy adjusting the program of work to meet priorities in an agile way. The division includes the formal responsibility of Chief Risk Officer.

**Branch** Performance & Customer Insights

**Location** Geelong

**Reports To** Manager Business Intelligence

**No. of Direct Reports** 0

**No. of Staff Position Oversees** 0

**Working with Children Check Required?** No

**Financial Delegation** 0

**Budget Allocation** 0

## Job Purpose

Develop pro-active claim analysis and reporting as well as the provision of high quality corporate statistical information, in order to support the TAC's clients in getting their lives back on track.

## Key Role Accountabilities

- Develop pro-active analysis of internal and external factors and trends to improve the TAC's ability to effectively and efficiently manage claims
- Develop reporting and targets for claims management on performance against corporate claims, Key Performance Indicators (KPIs) and their drivers to ensure that there is an understanding of the current factors impacting on Client's lives getting back on track
- Provide detailed analysis, statistical information and advice to client divisions to assist them in managing claims performance
- Establish and manage the necessary analysis and reporting environments to communicate claims performance results and analysis to client divisions

## Our values

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- Contribute to the development of high quality computer based systems and methodologies for the provision of routine and ad-hoc operational and management information to ensure the timely provision of high integrity claims performance data
- Act as the key contact point for client divisions to negotiate and prioritise incoming analysis requests, and in conjunction with the broader team to ensure the delivery of these requirements.

## Key Selection Criteria

### Relevant Qualifications, Work Experience & Specialised Knowledge

- A tertiary qualification in a quantitative discipline (e.g. Mathematics, Statistics, Business or Economics) is required
- A minimum of two years' experience in an analytical role that focused on the provision of high level analysis and reporting to senior management
- Highly developed analytical and data manipulation skills, with demonstrated expertise with SAS/SQL, Microsoft Excel, Qlik, Power BI or similar visualisation software.
- Experience and understanding of statistical modelling is beneficial
- Sound knowledge of TAC business processes, supporting IT systems (including data warehouse and reporting environments) and their content is also an advantage, but not essential.

### Desirable

- Experience working on cloud data platforms, using tools like Azure Databricks or similar.
- Experience with Kimball data modelling techniques (star-schemas)
- Experienced working in Agile BI environment, delivering iterative and incremental value within a cross functional environment.

### Capabilities

As well as the technical skills required for the role above, our TAC capabilities are our building blocks for success.

- **Courage** – Taking action or speaking up, despite uncertainty or opposition.
- **Accountability** – Taking accountability and seeing it through.
- **Adaptability** – Adapting to changing needs and conditions.
- **Curiosity** – Openness to new ideas and learning.
- **Systems thinking** – Seeing the whole beyond the parts.
- **Critical thinking** – Analysing issues to form judgements.
- **Empathy** – Connecting with the experience of others.
- **Collaboration** – Working together to achieve shared goals.

## Organisational Responsibilities

As per the Victorian Occupational Health and Safety Act 2004, TAC employees must take reasonable care for the health and safety of themselves and others, and not put others at risk by any act or omission. Employees must cooperate with the TAC about any action taken to meet OHS obligations, this includes; following safe work practices and reporting incidents and hazards. Employees must not intentionally or recklessly interfere with or misuse anything at the workplace to support health, safety and welfare.

Uphold the TAC's commitment to inclusion and diversity by role modelling inclusive and respectful behaviours, in line with the TAC's values, capabilities and policies.

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Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

<b>Version Number</b>	1
<b>Revision Number</b>	3
<b>Record Number</b>	TACD24-1211
<b>Date Updated</b>	26/03/2024 2:14:50 PM
<b>Date Created</b>	2
<b>Position Number/s</b>	Click or tap here to enter text.

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