

Position Description



Position Title Business Intelligence Analyst

Job Group JG 4

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

Working with Children Check Required? No

Job Purpose

Provide claim research, analysis and reporting, and assist with the provision of high quality corporate statistical information, in order to facilitate the TAC's management of scheme viability, client outcomes and client experience.

Key Role Accountabilities

- Provide reporting to 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 scheme viability, client experience and client outcomes.
- Provide research and analysis of internal and external factors and trends to improve the TAC's ability to efficiently and effectively manage claims.
- Provide detailed analysis and statistical information to client divisions to assist them with managing claims performance.
- Assist with the implementation of claims division KPIs and payment targets to ensure that an appropriate framework is in place for monitoring claims performance.
- Assist with the establishment of the necessary analysis and reporting environments to communicate claims performance results and analysis to client divisions.
- 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.

Key Selection Criteria

Our values

We value life / We will find a better way, today / We make every conversation count / We make the complicated simple

Relevant Qualifications, Work Experience & Specialised Knowledge

- A tertiary qualification in a quantitative discipline (e.g. Mathematics, Statistics, Business or Economics) is required
- Strong analytical skills with the ability to collect, organise, analyse and disseminate significant amounts of information with attention to detail and accuracy
- Experience in an analytical role that focused on the provision of high level analysis and reporting to management.
- Developed analytical and modelling skills, preferably with demonstrated expertise with SAS/SQL and Microsoft Excel, PowerPoint, Qlik, Power BI or similar Visualisation software.
- Strong communication and negotiation skills, ability to communicate within own team and to relevant stakeholders to reach stronger outcomes

Desirable

- Foundational level experience working on cloud data platforms, using tools like Azure Databricks or similar
- Foundational level experience with Kimball data modelling techniques (star-schemas)
- Experience working in an 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.

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.

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Date Created	13/12/2018
Position Number/s	14505, 12763, 12764, 12765, 14039, 14071, 14305

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