

# Position Description



<b>Position Title</b>	Manager Clients Insights
<b>Job Group</b>	JG 6
<b>Division</b>	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.
<b>Branch</b>	Performance Insights and Analytics
<b>Location</b>	Geelong
<b>Reports To</b>	Chief Data Analytics Officer
<b>No. of Direct Reports</b>	Up to 6
<b>No. of Staff Position Oversees</b>	Up to 6
<b>Working with Children Check Required?</b>	Yes
<b>Financial Delegation</b>	\$25,000
<b>Budget Allocation</b>	Manages delivery of a Research Program of up to \$800,000 in total with individual project budgets ranging from \$10,000 to \$300,000 as required.

## Job Purpose

Fostering a culture of innovation, you will lead your team to deliver quantitative and qualitative client insights that enable the TAC to shape world-leading claims management, health outcomes and customer service strategies

## Key Role Accountabilities

- Lead the development of a contemporary client insights program, being the identification, development, execution and translation of insight-generating initiatives (eg: research, statistical analysis, data mining, co-design approaches, etc.) to drive business decisions.
- Identify and engage internal and external stakeholders to ensure research objectives are understood and aligned with business priorities.
- Manage Research Program budget and ensure vendors complete research projects on time, to specification and within budget.
- Lead the analysis and interpretation of qualitative and quantitative research from multiple sources to identify actionable insights and recommendations.

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- Provide coaching, support and direction to a high performing team, enabling the achievement of business objectives.
- Enable your team to build internal capability in the use and application of client insights.
- Ensure compliance with relevant legislation, AMSRS guidelines, the TAC Client Voice Framework and TAC research principles (anonymity, confidentiality and research quality).
- Play an active role within the TAC leadership group and be an energetic and progressive role model driving a client-focused culture across the TAC.
- Thought leadership in client voice, staying across relevant industry shifts and driving a modern approach to client engagement.

## Key Selection Criteria

### Relevant Qualifications, Work Experience & Specialised Knowledge

- Tertiary qualification(s) in a relevant discipline, eg: psychology, mathematics/statistics, market research, etc., or equivalent industry experience.
- Demonstrated leadership experience within a dynamic, fast-paced environment
- Demonstrated experience in managing and implementing change
- Demonstrated experience in successfully achieving team and project objectives in line with a strategic direction
- Demonstrated capacity to provide timely, compelling and concise advice to leaders that supports decision-making
- Strongly developed communication skills, including influencing and public speaking, and report and presentation writing skills
- Experience in statistical analysis, modelling, data management and reporting of quantitative data
- Eligible for membership of the Australian Market and Social Research Society (AMSRS)
- Eligible for Qualified Practising Market Researcher (QPMR) accreditation (desirable)
- Contemporary market research experience and knowledge of customer experience and health outcomes measurement (desirable)
- Lived experience or awareness of the impact of existing or acquired disability upon individuals, carers and community (desirable)

### 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

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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.

<b>Version Number</b>	1
<b>Revision Number</b>	Revision Number +1
<b>Record Number</b>	Record Number
<b>Date Updated</b>	
<b>Date Created</b>	2010
<b>Position Number/s</b>	4109

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