

Position Description



Position Title Manager, Analytics and Insights

Job Group JG 6

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 Insights and Analytics

Location Geelong

Reports To Chief Data Analytics Officer

No. of Direct Reports Up to 12

No. of Staff Position Oversees TBC

Working with Children Check Required? No

Financial Delegation Nil

Budget Allocation Nil

Job Purpose

The Manager, Analytics and Insights will manage a team of business intelligence professionals. They will have a deep understanding of TAC strategy and ensure they are developing a practice that can deliver on strategy now and in the future. They will be responsible for:

- Promoting the value of analytics and insights to Executives, senior leaders and business end users
- Co-ordinate with a diverse group of distributed individuals to ensure appropriate interaction and align their output so that entire organisation and not just a division/branch benefits from their efforts
- Agree on best practices, processes, tools and approaches for building and managing business intelligence projects
- Develop standards for corporate reports and dashboards, develop reuse strategies and minimise duplication, waste and reduce report chaos
- Collaborate with Platform, Data & AI practice and Product & Portfolio Delivery Practice to develop high performing cross functional teams
- Drive TAC Self Service strategy by developing programs that lift TAC analytical maturity

Our values

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Key Role Accountabilities

- Build and foster the development of analytics and insights capabilities and talent.
- Manage, coach and mentor a team of professionals providing guidance, support and training to foster their professional growth and adopt new skills
- Partner with the Platform, Data and AI practice and the Portfolio and Product practice to continuously evolve TAC data architecture and processes that supports the present and future.
- Develop TAC Data Literacy uplift through the establishment of Data Academies and Community of Practice.
- Collaborate with the Manager, Portfolio and Product, and Manager, Platform, Data and AI, as peer practice managers to develop and coach high performing cross functional agile squads.
- Expert in visualisation and storytelling and ability to build these skills in others.
- Develop design principles and development standards
- Drive the transition from legacy platform to strategic analytical platform (Databricks/Azure)
- Work with Senior Managers to design effective performance metrics and proactively identify and investigate potential performance opportunities
- Staying abreast of industry trends and emerging technologies to drive innovation within business intelligence, leading the evaluation and adoption of new technologies and tools.
- Foster a culture of continuous improvement, learning and innovation by guiding and mentoring team members in Agile.

Key Selection Criteria

Relevant Qualifications, Work Experience & Specialised Knowledge

- Significant business intelligence experience, including hands on experience using statistical techniques to translate complex problems into simple business recommendations.
- Tertiary qualification in a quantitative discipline (e.g. Mathematics, Statistics, Business, Economics or Psychology).
- Excellent leadership skills with demonstrated experience developing and coaching cross functional teams, in an agile environment.
- Exceptional stakeholder engagement with excellent communications skills and the ability to build relationships that influence stakeholders at all levels of the organisation, presenting complex analytic findings in a clear and actionable manner.
- Highly experienced with SQL, Python and data visualisation tools with the ability to be a technical coach to teams.
- Demonstrated experience performing tool evaluations, with the ability to make recommendations of tools that will support TAC Self Service analytics.
- Strong coordination skills and the ability to manage multiple and competing demands within agreed timeframes.
- Strong stakeholder management skills in an environment of changing priorities and emerging issues.
- Highly developed analytical and modelling skills, with demonstrated expertise working in a modern data and analytics platform (i.e. Medallion Lakehouse Architecture)
- Knowledge of statistical modelling techniques and their application in a business context.

Capabilities

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

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- **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 Updated | Date Last Updated |
| Date Created | August 2024 |
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