

POSITION DESCRIPTION

Position Title:	Business & Analytics Analyst and Developer
Business Unit:	Data, Analytics and Insights
Appointment Level:	Level 7
Reporting To:	Manager, Business and Analytics
Number of Direct Reports:	0
Delegation Band:	7
Position Number:	58181

THE UNIVERSITY OF CANBERRA

The University of Canberra is a young University anchored in the national capital and works with government, business, and industry to serve our communities and nation. The University of Canberra challenges the status quo; always pursuing better ways to teach, learn, research, and add value – locally and internationally.

Our purpose is to provide education which offers high quality transformative experiences; to engage in research which makes a difference to the world around us; and to contribute to the building of just, prosperous, healthy, and sustainable communities.

The University of Canberra has recently established its long-term ambitions through its new decadal strategy: *Connected*. Through its three objectives (Connected to Canberra, Connected for life and Connected UC), the University of Canberra aims to build sustainable communities through deep collaborations that are locally focused and globally relevant, partner for life with our students to shape our economic, social and cultural futures and deliver an outstanding, digitally connected experience that removes barriers to accessing higher education.

OUR PURPOSE AND VALUES

Our [purpose and values](#) are the heart of this university. They describe our core identity: who we are and how we behave at the University of Canberra. They were developed by our people for our people.

GALAMBANY

Together we work to empower, connect and share knowledge with our people, cultures and places



BUSINESS UNIT OVERVIEW

The Data, Analytics and Insights team is responsible for furthering the development of, and leading the implementation of, the university's data driven decision making culture. The team does this by working in partnership with key stakeholders to focus on the current and emerging information needs of the university, and by delivering business value through planning, information, analytics and insights.

Key functions undertaken within this team include the following:

1. Provide a single place for data, consolidating data infrastructure in one place, managing the data integrations, pipelines, modelling, analytics, security and governance, and data quality.
2. Manage, further develop and implement the university's data governance framework, including supporting policies and procedures to ensure best practice strategy, understanding and use of the university's data assets.
3. Design, set, manage and review the University's key performance indicators framework and associated reporting to support the University's strategic plan, and monitor and provide advice on institutional performance to the Council and senior executive.
4. Review annually the university's student fees and develop and advise on fee related strategies to Deans and senior management.
5. Manage the university's government reporting, liaise with relevant government departments and agencies and ensure maximization of the university's funding outcomes.
6. Lead the development of approaches and provide advice on managing available funding and student demand.
7. Oversee and manage the Enterprise Data Warehouse and Business Intelligence environment, implement the university's data roadmap to facilitate the availability of standardized self-service management information, insights and analytics.
8. Manage the university's survey framework, policies and processes, and provide expert advice on a wide range of internal and external survey proposals and instruments to enhance quality and student feedback at the university.
9. Lead and conduct the university's market research activities, including evaluation of new product proposals, environmental scanning, competitive behaviours, etc.
10. Provide proactive insights and expert advice to university executive, using a variety of data analysis and storytelling techniques, on a range of topics of strategic significance to the university.
11. Lead the transition of the university from data and reporting to analysis and insights, to inform strategic, tactical and operational decision making at the university.

POSITION PURPOSE

DA&I is responsible for the development and implementation of the University's data and analytics capabilities, as well as the governance of such. The Business & Analytics Analyst and Developer reports to the Manager, Business & Analytics and will work closely with the other staff members within DA&I and across the University to ensure that agreed objectives are realised.

The purpose of the position is to carry out the university's data and analytics front-end operations. The position performs the business analysis and development of interactive dashboards, management reports, and other solutions for various analytics programs and projects, ensuring adherence to the University's standards and governance principles. The position also proactively enhances the University's data and analytics capabilities and maximises the business value of data by adopting a business-oriented approach, engaging the University's data and analytics user communities, and promoting the use and adoption of data and analytics solutions.

PRIMARY RESPONSIBILITIES

Under the direction and supervision of the Manager, Business & Analytics, the occupant of this position will be required to:

- Gather, elicit and interpret business requirements for data analytics projects and activities within complex organisation structures and business processes, and ensure the business requirements are fulfilled in a timely manner.
- Analyse, document, and test the University's data activities, systems, and processes, translating business requirements into technical requirements, and developing documentation and user manuals for data analytics projects.
- Design, develop, and maintain robust and user-friendly relational data models.
- Design, develop and maintain user-friendly, high-performing and efficient reporting and data analytics solutions, such as management reports and interactive dashboards, using Microsoft Power BI, SAP BI and SQL.
- Manage assigned cross-functional reporting and data analytics projects to deliver high-impact results on time, within resource constraints and with a high level of stakeholder satisfaction.
- Fulfil ad-hoc business intelligence requests by interpreting business requirements, liaising with various stakeholders and producing the required datasets and/or reports.
- Maintain existing reporting and data analytics solutions, such as reports, publications and data models, and update them as necessary.
- Design and provide training to end users of the University's reporting and data analytics solutions and contribute to the University's data and analytics literacy program.
- Other duties, as directed by the Manager, Business & Analytics

KEY CAPABILITIES

Key Capabilities	Descriptors
1. Leadership	<p>1.1 Proactively addresses challenging issues and takes responsibility for seeing issues through. Assist team members to recognise barriers and overcome them.</p> <p>1.2 Connects the University Strategic Plan with the Portfolio and reinforces connections with other staff.</p> <p>1.3 Builds and communicates a clear and compelling path for others to choose to be committed and engaged.</p> <p>1.4 Champions and role models effective change while working to engage and enthuse others to embrace a vision of change.</p>
2. Effective Communication	<p>2.1 Adjusts message and delivery appropriate to audience.</p> <p>2.2 Listens to others and effectively communicates ideas.</p> <p>2.3 Produces accurate and effective information in a timely and efficient manner.</p> <p>2.4 Influences and negotiates persuasively.</p>
3. Collaboration	<p>3.1 Creates opportunities for communities of work colleagues.</p> <p>3.2 Looks beyond self and immediate team to add value to the whole University.</p> <p>3.3 Develops relationships with external parties. Seeks and acts on opportunities to connect external parties and partners to the University.</p>
4. Delivers results	<p>4.1 Delivers on agreed outcomes and escalates issues as appropriate.</p> <p>4.2 Identifies opportunities to improve processes and takes opportunities to problem solve to deliver outcomes.</p> <p>4.3 Responds effectively to changing circumstances and prioritises.</p>
5. Business Acumen	<p>5.1 Understands the purpose of own position and how this contributes to the objectives of the University.</p> <p>5.2 Manages resources effectively.</p> <p>5.3 Understands the commercial context the University operates in.</p>
6. Service	<p>6.1 Delivers seamless customer focused service underpinned by simplified and efficient processes.</p> <p>6.2 Understands and anticipates the needs of our students and partners and can convert these into commercial outcomes.</p>
7. Digital Literacy and Innovation	<p>7.1 Demonstrates the ability to work fluently across a range of tools platforms and applications to achieve complex tasks.</p> <p>7.2 Demonstrates the capacity to adopt and develop new practices with digital technology in different settings; to use digital technologies in developing new ideas, projects, and opportunities.</p> <p>7.3 Incorporates digital literacy skills into own learning and the learning of others e.g., students, peers, supervisees.</p> <p>7.4 Appreciates the legal, ethical and security guidelines in the management, access and use of data.</p>

Note: This position requires relevant tertiary qualifications and relevant experience.



While at work, you must take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons. This includes:

- comply, so far as you are reasonably able, with any reasonable instruction that is given by the University to comply with the WHS Legislation
 - cooperate with any reasonable policy or procedure of the University relating to health or safety at the workplace that has been notified to workers
 - assume any additional duties as outlined in the WHS Procedure: Resources, Responsibility and Accountability
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