UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

**Values in Action: Our UNSW Behaviours**

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.
OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Planning and Performance (UPP) builds capability in key areas of business intelligence and planning based on the reliable and robust data that the UPP manages through ownership of the enterprise data warehouse, Information Hub and Data and Information Governance.

UPP is a key strategic resource for senior management of the University providing management information, analysis and insights on the data. UPP provides reports on behalf of the University to the Commonwealth Government and other statutory bodies.

The Senior Analyst Performance assists in the planning, coordination and delivery of the administrative processes that support UNSW’s performance, benchmarking, business metrics (University Council KPIs) and Performance Review activities including UNSW Annual & Mid Year Reviews. The Senior Analyst, Performance will support the delivery of complex projects, system enhancements and business process improvements whilst working closely with colleagues and UNSW stakeholders to ensure quality service delivery.

This position reports to the Manager Performance and has no direct reports. This position will be expected to deputise for the Manager, Performance if/when required.

RESPONSIBILITIES

Specific responsibilities for this role include:

Level 7

- Develop a detailed knowledge of processes relating to Council KPIs and the Annual and Mid-Year Reviews to support UPP management of these processes.
- Contribute to and coordinate the drafting of reports and prepare high level, confidential presentations in relation to UNSW Faculty & Divisional Performance activities.
- Provide secretarial services to nominated committees and business reference groups, draft reports and prepare high level confidential presentations.
- Provide advanced system support for a wide range of University stakeholders and University staff members participating in the UniForum activity surveys.
- Establish and maintain excellent communication pathways and working relationships with UNSW stakeholders to identify and evaluate business requirements for systems/processes.
- Assist with training and development programs based on the needs of stakeholders and colleagues.
- Provide high level support to the Manager Performance and the UPP Operations management team.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Level 8 (in addition to level 7 criteria)

- Act as project leader when necessary and contribute to improvements to the efficiency and effectiveness of project and business process delivery and to the identification of areas of improvement.
- Proactively identify, document and recommend possible software improvement areas using gap analysis methodologies.
- Investigate, analyse and document business processes to create training and development programs based on the needs of stakeholders/colleagues and lead/deliver training associated with the UniForum activity surveys & Council KPIs and Annual and Mid-Year Reviews if/when required.
- Provide subject matter expertise and advice whilst representing UPP at University business reference groups, committees and other operational forums.
SELECTION CRITERIA

Level 7

- Relevant tertiary qualifications or an equivalent level of knowledge gained through any other combination of education, training and experience.
- Demonstrated experience coordinating and delivering on strategic activities in a complex environment, ideally within higher education.
- Strong technical and computing aptitude (specifically including MS Excel and databases) with excellent attention to detail.
- High level project management, analysis, research, planning and advisory skills and experience, combined with creative problem-solving skills.
- Demonstrated ability to operate with a high level of independence, judgment, discretion, and diplomacy with sensitive and confidential matters.
- Proven ability to establish highly effective and collaborative working relationships and initiate change using high level interpersonal, influencing and written and verbal communication skills.
- Demonstrated high level administrative and organisation skills including proven ability to prioritise a high-volume workflow to meet critical and competing deadlines.
- Ability to effectively adapt and develop a deep understanding of business processes, analyse business requirements, and implement improvements.
- Client focused work ethic with excellent customer service and negotiation skills.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Level 8 (in addition to level 7 criteria)

- Advanced project management skills with the ability to manage multiple concurrent complex projects (end to end), to provide high-level advice and review and re-engineer complex systems and processes.
- Demonstrated high level critical thinking and analytical skills.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.