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POSITION DESCRIPTION

Workforce Analytics and Reporting Technical Lead

Faculty/Division	Division of Operations
Classification Level	Professional 9
	G - Administrative, Clerical, Computing, Professional &
Hours & Span (Category)	Research Staff
Position number	ADMIN ONLY
Shiftwork status	NOT SHIFTWORKER
Allowances	NOT APPLICABLE
On call arrangements	NOT APPLICABLE
Original document creation	21 August 2024

Position Summary

The Workforce Analytics and Reporting Technical Lead is responsible for driving the advancement of the technological skills of the Workforce Analytics and Reporting team, with a specific focus on uplifting reporting and analytics outcomes in regard to HR compliance.

This role is responsible for supporting the Workforce Analytics and Reporting team's evolution to a strategic workforce analytics function that enables and uplifts workforce compliance initiatives across the University. The role will cultivate partnerships with key stakeholders to gather business requirements and ensure that technical reporting solutions meet legislative requirements, adhere to internal processes and are efficient and streamlined to ensure their longevity and scalability.

The Workforce Analytics and Reporting Technical Lead has 2 direct reports and will also play a role in guiding and mentoring members of the wider Workforce Analytics Team.

Accountabilities

Specific accountabilities for this role include:

- Lead the technical development of a high-performing analytics team through coaching, mentoring and motivating team members, and fostering a positive, collaborative and innovative team culture.

- Support the implementation of the broader Workforce Analytics and Reporting strategy, fostering a culture of innovation and adaptability.

- Provide Technical support and guidance to enable the Workforce Analytics and Reporting Team to deliver effective and insightful workforce dashboards, insights and reports that provide accurate data that will uplift HR compliance.

- Develop the team's technical skills, ensuring that reporting solutions are efficient, effective and scalable and that they will deliver ongoing monitoring and assurance to support increased HR compliance outcomes.

- Build knowledge and capability across the Workforce Analytics and Reporting team to upskill the team to enable and enhance technical expertise in data modelling and ETL processes using Delta Lake, Databricks and Azure.

- Support high-impact, data-driven initiatives in collaboration with HR Quality and Compliance, Employee Relations and the broader HR team, to ensure reporting and analytics projects support legislative requirements, our enterprise agreements, payroll standards, and organisational policies.

- Enable the delivery of accurate and reliable information by highlighting data quality issues and improving data integrity across HR Systems.

- Establish and implement governance and standardised procedures for the entire report development lifecycle, from data collection and analysis to report generation, testing, quality assurance and distribution.

- Assist the Workforce Analytics Team Lead to improve workforce management, task allocation and documentation within the Workforce Analytics and Reporting Team through the implementation of technical tools (for example Jira and/or DevOps).

- Support the successful delivery of HR compliance initiatives by providing subject matter and technical expertise and collaborating with project teams to analyse challenges, identify solutions, and offer strategic insights to optimise project processes and outcomes.

- Build strong and collaborative relationships with key stakeholders (for example HR, IT, Finance, UPP, Student) to ensure delivery of relevant, holistic and cohesive data (workforce and other) to the University.

- Align with and actively demonstrate the [Code of Conduct and Values](#)

- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- A relevant degree and/or experience in Business, Information Systems, Data Analytics, or a related field or relevant experience within a corporate/professional services environment.

- Proven experience in working with complex datasets and the development of intuitive and user friendly dashboards using visualisation tools (preferably Power BI).

- Demonstrated proficiency in data manipulation tools to interrogate large-scale databases. Proven experience in Synapse SQL server/serverless server and Databricks SQL server is highly desirable.

- Experience in the design and implement scalable and robust data infrastructure, preferably using Delta Lake and Azure.

- Well-developed skills and expertise in the end-to-end data processes applicable to large and complex datasets, including data definition, collection, cleaning, extraction, analysis, and validation.

- Knowledge of human resources practices, legislative and compliance regulations and workforce planning desirable.

- Leadership experience with demonstrated capability to identify and establish priorities, and mentor, develop and motivate a team to deliver high quality, accurate and valuable insights across a variety of client groups.

- Advanced communication skills with the ability to effectively communicate complex issues and solutions to senior management and inform, influence and negotiate at various levels.

- Proven capacity to contribute to and promote strategic initiatives, including the ability to plan, manage change, improve performance and project manage.

- Exceptional analytical and problem-solving skills, with meticulous attention to detail and proven capability to formulate insightful solutions to meet a wide range of client needs.

- High level organisational skills and attention to detail, ability to multi-task and work well under pressure and excellent oral and written communication and interpersonal skills.

- Strong client orientation/customer service skills and a demonstrated commitment to success in providing effective solutions to business needs.

- Demonstrated ability to manage competing responsibilities and commitments simultaneously, while meeting or exceeding established deadlines using excellent judgment and decisiveness

- Knowledge of Microsoft Office, advanced user of Excel, and SQL, PeopleSoft Query, Data visualisation tool preferably Power BI.

- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.

- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.