



Position Description

Information Analyst

Office of Planning and Analytics

Division of Strategy, Marketing and Analysis

Classification	Level 6
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	Nil
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	March 2021



About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia’s pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university’s position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university’s operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting university’s eight key performance indicators:

Our Students	<ul style="list-style-type: none"> • Commencing progress rate • Student experience
Our Research	<ul style="list-style-type: none"> • Research income • Research quality and impact
Our People	<ul style="list-style-type: none"> • All injury frequency rate • Engagement
Our Social Responsibility	<ul style="list-style-type: none"> • Underlying operating result • Community and partner sentiment



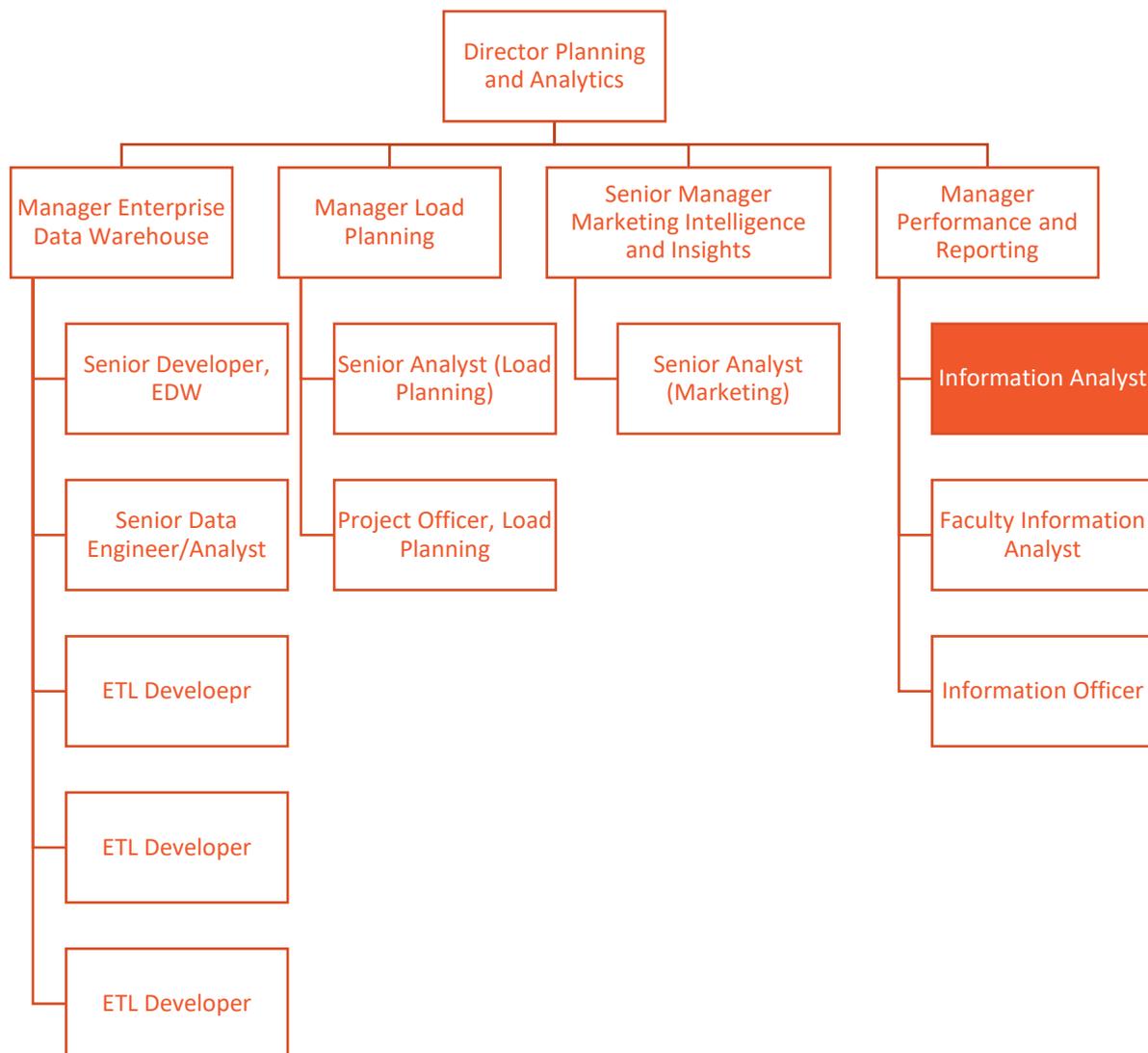
Office of Planning and Analytics

Charles Sturt University develops far-sighted people with a holistic world view who help their communities grow and flourish. Acknowledging the culture and insight of Indigenous Australians, Charles Sturt's ethos is clearly described by the Wiradjuri phrase *yindyamarra winhanga-nha* (the wisdom of respectfully knowing how to live well in a world worth living in).

The Division of Strategy is responsible for leading the University's strategic planning and marketing, change management, information and intelligence, and project services to support the University in achieving its strategic objectives.

The Office of Planning and Analytics team within the Division develops analysis and information products to support to strategic planning, institutional decision making and performance monitoring, as well as providing business intelligence, load planning and government reporting and liaison services.

Organisational chart





Reporting relationship

This position reports to: Manager Performance and Reporting

This position supervises: None

Key working relationships

- Manager, Load Planning
- Senior Manager, Marketing Intelligence and Insights
- Director, Office Planning and Analytics
- Manager, Enterprise Data Warehouse
- Associate Director, Admissions and Conversion
- Director, Research Office
- PVC Learning and Teaching

Position overview

The Information Analyst is responsible for facilitating evidence based decision making within the University by developing and maintaining information products, responding to information requests from internal customers and by providing analysis, advice and support as required.

Principal responsibilities

- Develop and provide ongoing support for accurate and relevant periodic reports, models, dashboards and visualisations to required timelines by:
 - Developing datasets from external and internal data to support report development and analysis;
 - Building and maintaining reports, models, dashboards and other visualisations across a diverse range of topics;
 - Developing and maintaining task documentation and product metadata, including glossaries, fact sheets, product information and user guides; and
 - Providing support to internal customers to understand and interpret reports, and their significance within the context of the University Strategy.
- Develop a high level of understanding of and competency in Charles Sturt's data warehouse and business intelligence environment and products.
- Respond to complex information requests, and provide analysis and advice as requested by internal customers.
- Maintain current awareness of developing trends and best practice in management reporting and analysis and visualisation techniques, and advise on the relevance and/or impact on the Office.



- Collaborate with staff in the Office of Planning and Analytics to ensure the accuracy and robustness of information provided, and analyse and follow up reporting variances to ensure data integrity.
- Contribute to the continuous development of the Office of Planning and Analytics, including providing input to planning, and improving the content and delivery of information products and services to support the University's information needs, including participation in peer review.
- Other duties appropriate to the classification as required.

Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Influence	Create compelling arguments to persuade others and promote ideas that add strategic value.
Apply expertise and technology	Apply, develop and share specialist and detailed technical expertise, understanding other organisational disciplines.
Present and communicate information	Speak clearly and fluently, express opinions, make presentations, respond to an audience, show credibility.
Write and report	Write clearly, succinctly and correctly, convince through writing, avoid jargon, structure information.
Analyse	Analyse information, probe for clarity, produce solutions, make judgements, think systemically.
Follow instructions and procedures	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond the Division, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students and community members.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driving Hours Guidelines and Policy](#).
- The incumbent will be required to work for prolonged periods of time seated at a computer desk.



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree in a discipline with a quantitative or analytical component, normally with at least two years' subsequent relevant experience to consolidate the theories and principles learned; or extensive experience (e.g. an Associate Diploma, normally with at least 4 years' subsequent relevant experience), leading to the development of specialist expertise in technical fields; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated experience in preparing and presenting timely and accurate management reports, including providing training and support to users to interpret information provided and develop insights.
- C. Demonstrated skills and experience in using applications (e.g. advanced Excel SQL, Tableau/Power BI, data cubes) to provide sophisticated reporting solutions and data analysis.
- D. Experience in reporting and information analysis activities, and articulating their relevance to the strategic targets, plans and desired outcomes of the organisation.
- E. Analytical, creative and innovative approach to solving problems.
- F. Highly developed communication, negotiation and influencing skills, including demonstrated skills and experience in writing analyses.
- G. Demonstrated team player with the capability to make a strong contribution to a high performing team, demonstrate initiative, develop and apply procedures, and the ability to work independently.
- H. Demonstrated commitment to continuous improvement with demonstrated experience in identifying and implementing improved systems and/or work practices in the workplace.

Desirable

- I. Experience in higher education or similar large complex organisation.

