

## POSITION DESCRIPTION

<b>Position Title</b>	Manager, Business Intelligence and Management Reporting		
<b>Organisational Unit</b>	Office of Planning and Strategic Management		
<b>Functional Unit</b>	Business Intelligence and Management Reporting		
<b>Nominated Supervisor</b>	Director, Planning and Strategic Management		
<b>Higher Education Worker (HEW) Level</b>	HEW 9	<b>Campus/Location</b>	MacKillop (North Sydney)
<b>CDF Achievement Level</b>	2 Management (Line)	<b>Work Area Position Code</b>	11977
<b>Employment Type</b>	Full-time, Continuing	<b>Date reviewed</b>	August 2017

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Vice-Chancellor and President
- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at [www.acu.edu.au](http://www.acu.edu.au).

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

## OFFICE OF PLANNING AND STRATEGIC MANAGEMENT

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The Office of Planning and Strategic Management was established in 2009 with the overall aim of assisting the University to achieve its Mission and Vision through evidence-based decision-making and a strategic approach to planning, quality and risk.

The Office of Planning and Strategic Management is comprised of four business units, with complementary functions and significant expertise in business intelligence, statistics, strategic planning, quality and risk management. Through these essential services, the Office seeks to enable the University's Strategic Goals and Targets in line with its Strategic Plan 2015-2020: *Strength to Strength*. The Office of Planning and Strategic Management is responsible for:

- Implementation, development and support of the university's business intelligence capabilities;
- Managing the University's strategic planning framework, TEQSA compliance, quality management and performance monitoring;
- Delivery of information, analysis, reporting and load planning services
- Supporting ACU's risk management framework and assurance services.

The Office of Planning and Strategic Management services all portfolios of the University and is positioned as a vital source of business intelligence and strategic partner in planning, quality and risk. The office is recognised as a collaborative, agile and high-performing team, within a culture of Service Excellence.

### POSITION PURPOSE

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This position is responsible for leading the development and implementation of the University's enterprise data warehouse and business intelligence (BI) capabilities. The position leads a Business Intelligence and Management Reporting Unit, dedicated to enabling BI capability across ACU. The position is required to exercise sophisticated program / project delivery techniques, use new technology, while handling complex and tactical matters as they relate to embedding a mature BI function.

Effective stakeholder engagement and communication are essential to success in this role. The early stages of implementing a BI roadmap have commenced, with momentum building in this important endeavour. This position will take the recently established BI function to the next level, enabling ACU to transform and maximise the value of its information assets.

The position will be expected to maintain awareness of challenges and opportunities in data management, BI technology and reporting and to provide expert advice and support on all matters concerning the integrated data warehouse and business intelligence solution.

### POSITION RESPONSIBILITIES

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#### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

## Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Lead the design, development and ongoing management of ACU's Enterprise Data Warehouse and Business Intelligence capability. Ensure Business Intelligence functions meet university needs and generate significant business value.	<ul style="list-style-type: none"> <li>Apply Commercial Acumen</li> <li>Make Informed Decisions</li> <li>Collaborate Effectively</li> </ul>				✓
Lead and manage a small team, overseeing the delivery and continuous improvement of all Business Intelligence and Management Reporting functions, performance management, unit planning and stakeholder engagement.	<ul style="list-style-type: none"> <li>Live ACU's Mission, Vision and Values</li> <li>Coach and Develop</li> <li>Adapt and Lead Change</li> </ul>	✓			
Apply sophisticated project / program management techniques to oversee the University's Business Intelligence program of work, in collaboration with internal and external delivery partners. Effectively manage scope, quality, timelines and cost to deliver project outcomes. This also includes monitoring, reporting and executing project milestones, change requests, testing, training and implementation.	<ul style="list-style-type: none"> <li>Be responsible and accountable for achieving excellence</li> <li>Apply Commercial Acumen</li> <li>Know ACU Work Processes and Systems</li> </ul>	✓		✓	
Execute all activities and functions within a robust corporate governance structure, which includes a Business Intelligence Steering Committee and other ICT, Systems, Finance and Risk groups. Engage with these groups, build traction and ensure Business Intelligence is a well-embedded University capability. Identify and manage project risks and dependencies, while taking a proactive approach to achieve results in a complex and busy operating environment.	<ul style="list-style-type: none"> <li>Be responsible and accountable for achieving excellence</li> <li>Make informed decisions</li> <li>Deliver Stakeholder centric Service</li> <li>Collaborate Effectively</li> <li>Communicate with Impact</li> </ul>	✓			✓

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Apply a strong understanding of the University's data and reporting systems to ensure data integration processes are completed according to business requirements. Use high level technical expertise to ensure the design and operation of data warehouse and business intelligence capability. Establish and institutionalise an effective approach to Data Governance for the data warehouse and business intelligence solution.	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> </ul>			✓	
Proactively engage with stakeholders to deliver expert advice, manage expectations and strengthen the internal profile of business intelligence and management reporting services across the University.	<ul style="list-style-type: none"> <li>Communicate with impact</li> <li>Collaborate Effectively</li> </ul>				✓
Conceptualise, develop and execute new project proposals, roadmaps, requirements documentation, project and operational plans, progress reports and presentations, as required.	<ul style="list-style-type: none"> <li>Know ACU Work Processes and Systems</li> </ul>	✓		✓	
Engage with University staff in the development and utilisation of the business intelligence solution to support effective data analysis and reporting. Provide expert advice and support to staff across the University in relation to the University's data warehouse and business intelligence solution.	<ul style="list-style-type: none"> <li>Collaborate Effectively</li> <li>Adapt to and Lead Change</li> <li>Communicate with impact</li> </ul>				✓
Empower knowledge sharing and use of information through the transformation of management reports into the business intelligence platform. Take initiative to shape strategy, foster innovation and lead a collaborative, agile and high-performing team.	<ul style="list-style-type: none"> <li>Adapt to and Lead Change</li> <li>Communicate with impact</li> </ul>			✓	✓
Work closely with and represent the Director on relevant committees and working groups, or other duties as specified by the Director, Office of Planning and Strategic Management.	<ul style="list-style-type: none"> <li>Adapt to and Lead Change</li> <li>Communicate with impact</li> <li>Make informed decisions</li> </ul>			✓	

## **HOW THE ROLE OPERATES**

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### **Key Challenges and Problem Solving**

- Build and maintain stakeholder engagement in a diverse and busy operating environment with multiple competing priorities.
- Apply technical know-how and an understanding of business value to achieve results.
- Exercise strong project leadership to manage scope, time, cost and quality.
- Find creative ways to solve complex problems using a consultative and business focused approach, while meeting stakeholder expectations in a timely manner.
- Rapidly acquire and make use of the Microsoft Business Intelligence product suite.
- Ability to manage multiple activities in parallel, to satisfy competing business priorities while meeting stakeholder expectations and business needs.

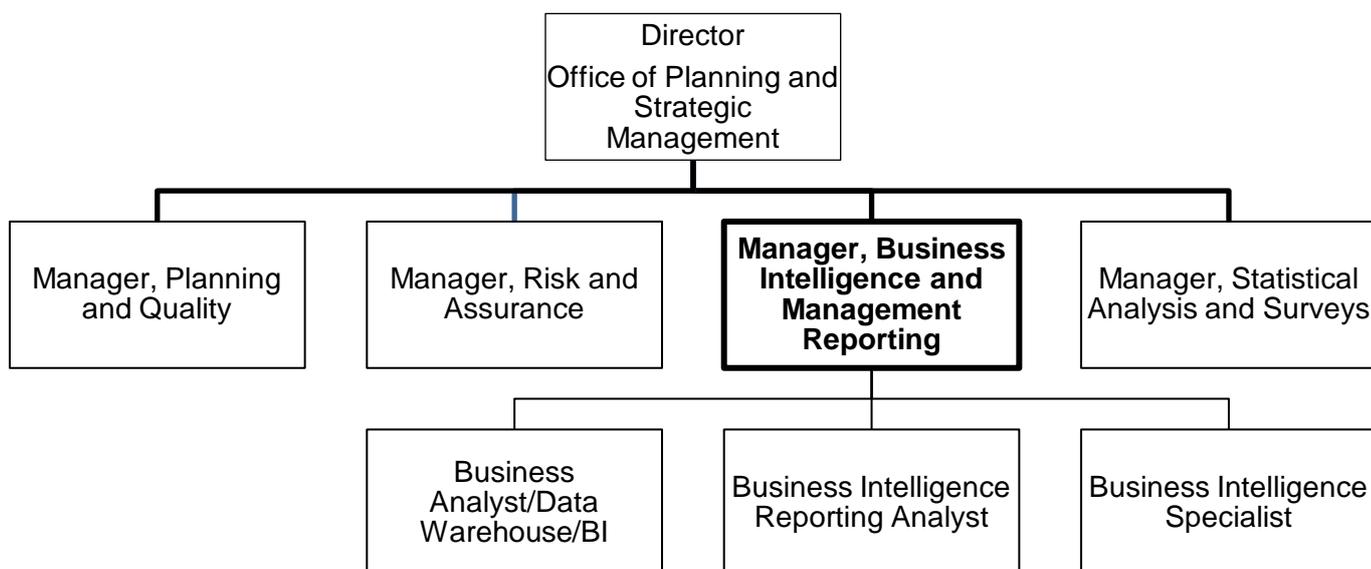
### **Decision Making / Authority to Act**

- The position holder has substantial autonomy in the day-to-day management of support and administrative services and must make all decisions on administrative aspects of the project, including ongoing business intelligence and reporting function, under the guidance of a Steering Group, Director and within a corporate governance environment.
- The position holder is responsible for providing advice and resolution to enquires and issues related to the University business intelligence solution.

### **Communication / Working Relationships**

- The position works closely with the Director of Planning and Strategic Management and a range of senior stakeholders to achieve project deliverables.
- The position collaborates with the relevant University staff and external stakeholders as part of the project implementation.
- The position communicates with University staff at all levels to promote the development and utilisation of the business intelligence solution.

## Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA

### Qualifications, skills, knowledge and experience

1.	Completion of a relevant postgraduate degree; or an equivalent combination of relevant experience and/or education/training.
2.	Well-developed understanding and experience in the development, implementation and support of a data warehouse and business intelligence function in a complex environment. Including a fluent technical understanding of data structure, data governance, Business Intelligence solution architecture, Extract Transform Load (ETL) and reporting applications. Comprehensive knowledge or the ability to acquire knowledge of Microsoft Business Intelligence technology.
3.	Strong program / project management experience in a relevant area. Experience in business intelligence projects and the higher education sector (or equally complex environment) are highly regarded.
4.	Demonstrated ability to prepare high quality documentation, including project status reports, business cases, proposals, general communications and correspondences.
5.	Well-developed team leadership skills, and an ability to marshal expertise, shape strategy and foster a collaborative, agile and high-performing unit.

### Core Competencies (as per the [Capability Development Framework](#))

6.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
7.	An ability to take personal accountability for achieving high quality outcomes, keeping stakeholder interests at the core of business decisions in order to achieve organisational objectives and service excellence. See the <a href="#">ACU Service Principles</a> .
8.	Demonstrated ability to tailor communication approach in order to communicate effectively internally and externally to gain the support of others for actions that benefit the University.

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**Other attributes**

9.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
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