Position description

Position details

Position title:	**Business Intelligence Analyst (Graphic Designer)**	Position number:	2540
Business group	Scheme Improvement & Regulation	Grade:	4
Directorate:	Actuarial, Analytics & Reporting	FTE:	1
Reports to:	Manager Business Reporting		

Organisational overview

ReturnToWorkSA is responsible for insuring and regulating the South Australian Return to Work scheme. We provide insurance that protects South Australian businesses and their workers in the event of a work injury.

Designed to protect business owners from the full cost of workplace injuries, we provide financial support to cover worker wages, reasonable medical treatment and return to work services to people who have been injured at work.

Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible.

Business group and Directorate overview

The Scheme Improvement & Regulation Business Group is responsible for developing, monitoring, improving and enforcing the SA Workers Rehabilitation and Compensation Scheme's regulatory framework. Within this framework the group: (1) ensures that employers and providers are educated regarding their responsibilities and obligations under the Act; (2) monitors compliance with ReturntoWorkSA regulations and policies; and (3) initiates investigations into non-compliance and breaches of legislation.

The Actuarial, Analytics & Reporting Directorate provides information governance, reporting, and solutions to business needs for RTWSA and key external stakeholders.

Position purpose

This position is responsible for:

- proactively engaging with internal and external customers to understand and interpret their key business drivers, priorities, and reporting needs; and

- working with the business and its stakeholders on communicating and storytelling through visuals such as infographics and Tableau
- Incorporating visuals and infographics into user experiences such as dashboards, ad-hoc reports and self-service support that empower customers with access to easy to interpret, accurate and timely information.
- high level reporting and stakeholder management, including facilitation and capturing commentary

Subject to business requirements, the role may also be involved in the development of standardised reports.

Key relationships

Internal: All directorates, key focus on operational directorates

External: SafeWorkSA, Safework Australia, claims agents, legal providers, Australian Bureau of Statistics.

Key result areas (KRA's)

1. **Build and maintain Visuals, User Experience and infographics to meet customer requirements by:**

- Maintaining strong working relationships with key business customers to ensure visuals such as infographics and user experience can be met in a timely, collaborative and professional manner
- Collaboratively and extensively investigating, analysing and interpreting business directorate information needs based on a strong understanding of business processes, drivers and priorities and RTWSA's business reporting frameworks and tools
- Continuously maintaining a strong understanding of key business programs, priorities and issues to enable the provision of accurate and appropriate Business Intelligence and graphic design tools for customers
- Leveraging our tools and definitions to build infographics and dashboards that provide business units the ability to monitor their respective areas and 'drill-down' to the level they require
- Educating all business units on the importance of the user experience, data and information, including ensuring visuals and their elements are understood by the business
- Designing and developing infographics for each business unit within RTWSA (subject to prioritisation)
- Where not present, incorporating definitions and metadata to enable explanation of data from source systems to visuals and stories
- Developing and maintaining a program to ingrate infographics into Tableau analytics
- Working closely with the Business Analysts to ensure business needs are meet and are aligned to business activities
- Keeping current with industry trends to ensure best-practice visual experiences and presentation

2. **Design, develop and produce visuals and infographics by:**

- Taking responsibility for the whole delivery lifecycle including specification, planning, development, coordinating testing and promotion
- Maintaining a sound knowledge of the business (including key programs, initiatives and priorities) to be able to interpret business needs and appropriate solutions
- Delivering superior customer service that is at all times in line with RTWSA's Service Culture standards

- Delivering reports to agreed timeframes, and where not possible, communicating early and often
- Proactively identifying areas of improvement to incorporate infographics among the Business Reporting Analyst team

3. **Provide support to business customers on presentations and storytelling tools and techniques by:**

- Persona segmentation each business directorate and evaluate their current analytical and information user experience with visual such as infographics
- Turn stakeholders into information "promoters" through our customer service delivery model
- Become an expert in RTWSA's information tools
- Coordinating with the Business Reporting analysts and developers to ensure metrics and values are relevant and correct
- Continuing to learn and leverage tools/techniques within industry best practice

4. **Assist RTWSA to successfully achieve workplace health and safety and injury management (WHS&IM) objectives and continuous improvement of WHS&IM by:**

- being engaged in WHS&IM activities,
- seeking opportunities for improving our WHS&IM systems,
- understanding your WHS&IM responsibilities and accountabilities,
- identifying hazards and undertaking actions to minimise risks where appropriate, and
- actively participating in WHS&IM training.

5. **A collaborative, performance based organisational culture is actively maintained and developed, and all actions and behaviours are aligned with the organisational values of Professional Excellence, Achievement, Respect and Integrity.**

Notwithstanding the above, other duties may be required.

Challenges (optional)

Key challenges facing this role include:

- balancing the expectations of the business with ability to deliver
- working across and between business units to ensure consistency in terminology and reporting
- educating the business on the importance of visuals and communicating a story
- working within rapid application development iterations for service delivery (Agile Sprints)
- remaining knowledgeable in industry trends and best practices involving Business Intelligence and visualisations

Qualifications

Undergraduate degree in business, finance, management information systems or equivalent

In lieu of formal qualifications, consideration may be given to candidates with relevant experience

Knowledge, skills and experience

Essential

- At least three (3) years' experience in business intelligence/reporting in a relevant industry (eg, insurance)
- Experience in using and developing infographics and visuals using contemporary media editing and business intelligence software (eg, Adobe Cloud, Adobe Photoshop, Tableau, Microsoft Reporting Services, Qlikview, Cognos, Microsoft Excel, Microsoft PowerPivot)
- Demonstrated experience in manipulating and adding value to business data to meet customer needs
- Ability to write and understand business definitions, metrics and Key Performance Indicators
- Strong relationship management skills including experience and ability to develop effective partnerships with stakeholders
- A demonstrated commitment to accuracy and quality of information
- Superior customer service skills consistent with RTWSA's Service Culture standards
- Demonstrated business analysis skills enabling the translation of business information requirements to relevant data sets
- Strong problem solving, analytical and judgement skills
- Demonstrated ability to integrate business understanding in responding to business reporting needs Clear communication skills, including the ability to understand, interpret, and present results
- Sound ability to negotiate with and influence business customers
- Expert knowledge in Adobe products, including proficiency in customer functions and infographics
- A demonstrable commitment to maintaining knowledge and skills in contemporary media editing and business intelligence tools and techniques

Desirable

- Experience in the insurance or workers' compensation industry will be highly regarded

Expected Behaviours

Attribute	Description	Examples
Clear communicator	Ability to communicate clearly, completely, assertively and concisely to the business	eg, in developing BI solutions, ensure that requirements are clear and completely understood
Team collaboration	Ability to actively participate in Action Service Delivery team and bring a point of view to potential risks and issues	e.g. Tool limitations may require a more creative way to answer the same question. Creative solutions to be discussed with the team
Innovator	Ability to critically reflect on and apply personal experience, team	e.g. New functionality from a tool may provide a better solution

	collaboration, lessons learned, and external subject matter expertise into current solutions	
Empathy	Understanding the requestor as a client and ability to think of their user experiences and business requirements	e.g A technical heavy reporting solution may not be easy to understand by the end user
Resilience	Ability to take feedback and direction from a 360 point of view	e.g. service delivery is not only about the client but the success of the team

Key Leadership Attributes

Attribute	Description	Level description examples
Lead Ethically	Set and display high behavioural standards that embody the organisation's values and support and encourage others to maintain high standards themselves.	**Level 2: Proficient** Able to demonstrate this attribute with sound levels of proficiency. Generally able to work independently. Occasionally seeks advice.
Communicate Influentially	While considering others' perspectives, positively influence others 'understanding, thinking, attitude and action through engaging dialogue and persuasive communication to achieve desired outcomes.	**Level 2: Proficient** Able to demonstrate this attribute with sound levels of proficiency. Generally able to work independently. Occasionally seeks advice.
Apply Professional Judgement	Draw on principles, experience, data, and other's views, to make well-informed decisions in the best interests of the organisation and its stakeholders.	**Level 2: Proficient** Able to demonstrate this attribute with sound levels of proficiency. Generally able to work independently. Occasionally seeks advice.

Professional Skills (SFIA) Profile

Highest Level of Responsibility: Enable (4)

Skill	Description	Level Description
Data analysis **DTAN**	The investigation, evaluation, interpretation and classification of data, in order to define and clarify information structures which describe the relationships between real world entities. Such structures facilitate the development of software systems, links between systems or retrieval activities	**Level 3** Applies data analysis, data modelling, and quality assurance techniques, based upon a detailed understanding of business processes, to establish, modify or maintain data structures and associated components (entity descriptions, relationship descriptions, attribute definitions). Advises database designers and other application development team members on the details of data structures and associated components.
Programming/software development **PROG**	The design, creation, testing and documenting of new and amended programs from supplied specifications in accordance with agreed standards.	**Level 3** Designs, codes, tests, corrects, and documents moderately complex programs and program modifications from supplied specifications, using agreed standards and tools. Conducts reviews of supplied specifications, with others as appropriate

Application support ASUP	The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.	**Level 3** Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.
Technical specialism TECH	The development and exploitation of expertise in any specific area of technology, technique, method, product or application area.	**Level 4** Maintains knowledge of specific technical specialisms, provides detailed advice regarding their application and executes specialised tasks. The special-ism can be any area of information or

Testing TEST	Testing embraces the planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. The purpose of testing is to ensure that new and amended systems, configurations, packages, or services, together with any interfaces, perform as specified, and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested.	**Level 3** Reviews requirements and specifications, and defines test conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risks associated with own work.

Special requirements/conditions

Please enter any information that may be specific to the role including travel requirements, work outside of ordinary hours, part-time hours, employment checks etc.

Budget to be managed: **Nil**

Approved by: Peter Worthington-Eyre, Director Scheme   **Date: December 2015**
Actuarial, Analytics & Reporting

Date last evaluated (P&C):