

<b>Created / Revised</b>	September 2022
<b>Position title</b>	<b>Senior Workforce Analyst</b>
<b>Division</b>	Customer Enablement
<b>Department</b>	Operational Enablement
<b>Reports to Position</b>	Manager Workforce Planning
<b>Direct Reports</b>	No

### Our culture and values

We have a clear strategy and important work in place to become Australia's bank of choice.

Our values of **teamwork**, **integrity**, **performance**, **engagement**, **leadership**, and **passion** are at the core of who we are and form the expectation of the behaviours we adopt every day.

We strive to have a culture that drives balanced outcomes; is open and informed for disciplined execution; that celebrates and recognises success; and where the sum is greater than its parts. To achieve this, we focus on four critical behaviours: **act commercially**; **move fast to help customers achieve their goals**; **recognise people for their impact**; and **actively challenge the status quo**.

Together, we're creating a culture we can continue to be proud of; one that will help us reach new heights.

### ROLE PROFILE

#### Your division, your team

Reporting to the Chief Operating Officer, the Customer Enablement function comprises those teams whose predominant focus is on enabling our customer facing roles in their support of customers. With a strong focus on contributing to the Group's productivity targets, the ultimate purpose of the function is to ensure our front-line staff, partners, digital platforms can deliver an experience consistent with our targeted customer value proposition.

The Operational Enablement business unit supports this objective and the enterprise to be more productive and efficient and includes resources to support process improvements, workforce capacity management, process analytics and process governance.

The Operational Enablement team focuses on supporting process efficiency and compliance, customer experience enhancements, financial returns for the enterprise and improving the employee experience. The Operational Enablement team also provides insights to enable leaders to manage their capacity in line with workload requirements, review standard work-practices and take a future view on the management of the workforce.

#### The purpose of your role

The purpose of this role is to provide deeper insights to our workforce capacity to respond to our work volumes across multiple functions and media. The role works broadly across the Eeco to ensure that the Bank has employees with the right skills working at the right time to meet our customers' expectations and needs.

#### Your core relationships

This role will work with staff across the Operational Enablement to ensure that workforce data will be provided to support both tactical and long-term decisions relating to the workforce of the Bank. The role supports the Manager Workforce Planning effectively implement workforce planning strategies and change, undertake scenario modelling, develop prediction techniques and ensuring alignment with enterprise forecasting processes. This role may also engage with managers across the business to provide information on their workforce as well as potential future scenarios. The role also supports the Manager.



### What you're accountable for

<b>Data Analytics</b>	<p>Conducting complex data analytics activities across a range of workforce activities</p> <p>Develop strategies in accordance with the demand, expectation, and future forecasting trends in line with business service levels.</p> <p>Recommend rosters &amp; forecast in line with business requirements with variance to the forecasted staffing within industry standards.</p>
<b>Scenario Modelling</b>	<p>Work with senior leaders and Operational Enablement to model a range of scenarios for improvement in managing the workforce and creating a more flexible &amp; productive workforce aligned to capability requirements.</p> <p>Analyse and interpret information, undertake research, review internal and external workforce trends, identifying emerging issues to provide advice, explanation and recommendations on appropriate actions and solutions</p>
<b>Reporting</b>	<p>Examine trends and prepare analysis and commentary that outline implications and insights suited to the audience. Determine and communicate staffing capacity in accordance with BAU and additional future requirements.</p> <p>Providing analysis and insights into workforce trends and patterns to create an optimised plan</p>
<b>Tool Development</b>	<p>Develop workforce planning processes, tools, templates, and guides, and identify internal and external strategies to mitigate risk, and develop and socialise the Strategic Workforce Plan (SWP) and Operational Workforce Plans</p>
<b>Process Improvement</b>	<p>Identify process improvement opportunities for rostering, forecasting and analytics</p> <p>Contribute to efficiency gains in Workforce Planning through active participation and leadership of functional initiatives</p> <p>Develop seamless processes to make it easy and timely for Senior Leaders and other stakeholders to be informed of workforce analytics recommendations</p>

### Your knowledge, skills and experience

<b>Knowledge &amp; skills</b>	<p>Deep knowledge &amp; skills in data analytics</p> <p>Skills in scenario modelling</p> <p>Knowledge of workforce planning techniques</p> <p>Knowledge of KPI and benefits reports</p> <p>Knowledge of Active Ops and similar systems.</p>
<b>Relevant experience</b>	<p>Previous experience in a data analytics role</p> <p>Previous experience in developing reporting standards for senior management</p> <p>Previous experience in Fair work and work standards</p>
<b>Additional Requirements</b>	<p>Flexible working hours to meet the needs of the business</p> <p>Inter and intrastate travel as required by the business</p>

### Your qualifications and certifications

Tertiary degree in data analytics, human resources or similar is desirable

### Risk responsibility

Ensure all work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance to appropriately.

## CAPABILITY PROFILE

### Key people capabilities

<b>Commerciality</b>	<b>Results Focus</b>
<b>Role Expertise</b>	<b>Innovation</b>

### People capability profile

<b>Relationships</b> Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.	<b>Results Focus</b> Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning.	<b>Grow Self</b> Grows knowledge, is curious and proactively applies learning. Builds resilience and is mindful of impact on others.	<b>Role Expertise</b> Maintains role-specific standards and applies knowledge, skills, and experience on-the-job.
<b>Intermediate</b>	<b>Advanced</b>	<b>Intermediate</b>	<b>Advanced</b>
<b>Communication</b> Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences, and connects to our purpose to tell our story.	<b>Execution</b> Makes well-considered decisions, plans and delivers quality outcomes. Problem solves and acts with integrity. Holds self and others accountable.	<b>Grow Others</b> Develops others by sharing feedback, recognising, and celebrating outcomes. Connects with others to guide, empower, and inspire.	<b>Customer Focus</b> Identifies customer goals, makes relevant recommendations, and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer.
<b>Intermediate</b>	<b>Foundational</b>	<b>Foundational</b>	<b>Intermediate</b>
<b>Partnering</b> Acts with intent to build sustainable partnerships with customers, community, and stakeholders to deliver shared value and achieve business outcomes.	<b>Innovation</b> Constructively challenges the status quo and offers alternatives. Seeks to improve ways of working and is open to new ideas and experiences.	<b>Future Ready</b> Exchanges and respectfully challenges perspectives and approaches. Anticipates, embraces, and promotes change to achieve our vision for today and tomorrow.	<b>Commerciality</b> Applies understanding of finance, risk, people, and customer for decision-making to deliver business sustainability. Takes appropriate risks and acts in the best interest of the Bank.
<b>Intermediate</b>	<b>Advanced</b>	<b>Intermediate</b>	<b>Advanced</b>

### Role motivators

<b>Achievement</b>	Gaining a sense of achievement, closure; seeing something through to completion; working towards attainable goals
<b>Challenge</b>	Performing mentally stimulating work, solving complex and/or unfamiliar problems. Stretching self intellectually
<b>Growth</b>	Having opportunities to acquire knowledge, learn new skills and improve own performance