## Position Summary

The Senior Analyst, Reporting assists in the planning, coordination and delivery of activities to support key UNSW business processes; particularly Student Load Planning activities and Government Reporting; the delivery of complex projects, systems enhancements; business process improvements and scenario analysis. The Senior Analyst works closely with UNSW colleagues and stakeholders to ensure quality service delivery.

This position reports to the Chief Performance Officer and has no direct reports.

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## Accountabilities

Specific accountabilities for this role include:

## Level 7

* Develop a detailed knowledge of administrative processes relating to Student Load Planning and support colleagues to develop UNSW’s Student Load Plan
* Support the delivery of complex system solutions, establishing and controlling project constraints and scope.
* Interpret data, analyse results and provide ad hoc and on-going reports to UNSW Divisions, Faculties and UNSW Senior Management to support UNSW projects and initiatives.
* Assist with scenario development to support significant workplace projects and initiatives including but not limited to UNSW3+ and FTE project objectives.
* Provide secretarial services to nominated committees and business reference groups, draft reports and prepare high level confidential presentations.
* Contribute to the development of UNSW Planning & Performance policies and procedures and ensure UPP process documentation is current and adheres to business requirements.
* Establish and maintain excellent communication pathways and working relationships with UNSW stakeholders to identify and evaluate business requirements for systems/processes.
* Assist with training and development programs based on the needs of stakeholders and colleagues.
* Provide high level support to the Manager Reporting and the UPP management team.
* Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://unsw.sharepoint.com/sites/values-in-action) and the [UNSW Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf).
* Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

## Level 8 (in addition to Level 7 criteria)

* Act as project leader when necessary and contribute to improvements to the efficiency and effectiveness of project and business process delivery and to the identification of areas of improvement.
* Proactively identify, document and recommend possible improvement areas using gap analysis methodologies.
* Investigate, analyse and document business processes to create training and development programs based on the needs of stakeholders/colleagues and lead/deliver training associated with UNSW Planning & Performance activities and project objectives if/when required.
* Provide subject matter expertise and advice whilst representing UPP at University business reference groups, committees and other operational forums.

Skills and Experience

## Level 7

* Relevant tertiary qualifications or an equivalent level of knowledge gained through any other combination of education, training and experience.
* Demonstrated experience coordinating and delivering on strategic activities in a complex environment, ideally within higher education.
* Proven ability to write complex Structured Query Language (SQL), manipulate and analyse data using various tools (including; SAS Enterprise Guide, MS Excel and Access), and present the results in data visualisation and presentation tools (e.g. Power BI).
* High level project management, analysis, research, planning and advisory skills, combined with creative problem-solving skills with excellent attention to detail.
* Demonstrated ability to operate with a high level of independence, judgment, discretion, and diplomacy with sensitive and confidential matters.
* Proven ability to establish highly effective and collaborative working relationships and initiate change in an organisation using high level interpersonal, influencing and written and verbal communication skills.
* Demonstrated high level administrative and organisation skills including proven ability to prioritise high volume workflow to meet critical and competing deadlines.
* Ability to effectively adapt and develop a deep understanding of business processes, analyse business requirements, and implement improvements.
* Client focused work ethic with excellent customer service and negotiation skills.
* An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

## Level 8 (in addition to Level 7 criteria)

* Advanced project management skills with the ability to manage multiple concurrent complex projects (end to end), to provide high-level advice and review and re-engineer complex systems and processes.
* Demonstrated high level critical thinking and analytical skills.

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.