

Role Information

Role Title:	Data Solutions Lead		
Function:	Commercial & Personal Injury	Area	Portfolio – Data, Reporting & Analytics
Pay Band:	Fixed Salary 5	Employee Level	Team Member
Role Reports to (role title):	Manager Data & Solutions Delivery		

Role Specification

<p>Objective of the Role</p> <p>The role is part of Commercial & Personal Injury (CPI) Data, Analytics & Reporting (DAR) team that is responsible to enable smart, fast and data driven decisions, informing business strategies through business insights and analytics.</p> <p>Supporting the Commercial and CTP Portfolios and iCare Contracts, the purpose of the role are:</p> <ul style="list-style-type: none"> - Liaise closely and build strong working relationships across CPI and technology teams to ensure identification, articulation, prioritisation and delivery of DAR priorities effectively meet business needs. - Lead in shaping the CPI data strategy ensuring both business and technical requirements are considered. - Deliver and/or maintain solutions to support performance, operational, customer and regulatory reporting. - Ensure developed solutions are in line with Group and business function strategy and support delivery of CPI Data Analytics Strategy. - Highlights gaps and opportunities in existing analytics solutions and champion new and transformational analytics solutions. - Mentor and coach team in delivery of data analytics solutions and support business capability uplift aligned with Data, Analytics & Reporting Program of Work
<p>Being @ Suncorp Behaviours – All Team Members</p> <ul style="list-style-type: none"> - Understands role requirements, achieves quality and timely outcomes, and strives to do better - Delivers on commitments being genuine and direct and ensuring fair outcomes for all - Works through challenges and raises risks to achieve results - Listens to customers, speaking up on their behalf and takes action to deliver the right outcome - Finds different ways to perform work and identify new solutions - Adapts to change, willing to pivot around business needs and learns from experiences - Assists others, shares knowledge and strengths, taking ownership of team goals - Invites different views and experiences to create diverse perspectives - Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all
<p>Key Accountabilities</p> <p>Data Analytics Delivery</p> <ul style="list-style-type: none"> - Prioritise creation, maintenance and enhancement of Data Analytics applications - Manage incident resolutions for Data Analytics Applications (L4 Escalation) - Support creation, maintenance and enhancement of Data Analytics applications - Data validation and data profiling – making sure data is in line with business rules and reflect business process

Data Strategy and Projects

- Ownership and delivery of CPI Data Analytics Strategy and Roadmap
- Managing data analytics budget for business funded activities and oversight of DET charges
- Work closely with Portfolio to align data solutions and requirements to business strategies and goals
- Represent the business as data and reporting Subject Matter Expert (SME)/Product Owner in initiatives and projects.
- Manage business testing and production sign-off of data solutions
- Ensure compliance with Project Data Governance Framework and Light Governance Framework (LGF) whichever is applicable.

Leadership

- Escalation and provision of direction and guidance on data analytics and solutions
- Manage and prioritise tasks in line with strategic business goals
- Effectively communicate concepts and translate solutions in appropriate business terms
- Engage with business to identify opportunities to improve business outcomes

Compliance and Risks Management

- Appropriately incorporate data risk frameworks (privacy, security, model risk register) and enterprise risk management in data solutions.
- Understand and embed Data Governance Standards and Frameworks

Team/Divisional Performance

- Participate in team and division projects, strategies to continually raise performance standards to enable the business to meet targets and enhance customer value proposition.
- Take a proactive role as subject matter expert in scheme analytics and insights to educate and mentor less experience team member.
- Educate and influence the team's use of technology and promote self-serve reporting tools.

Key Stakeholder Relationships

Internal Relationships

- CPI Functional Teams
- Technology & Operations
- Other reporting teams across Suncorp

External Relationships (as required)

- Scheme regulator
- Regulator Auditors
- External actuarial firms including scheme actuaries

Person Specification

Key job requirements

Qualifications (indicate whether mandatory or desired)

- Bachelor's degree in information systems/technologies, data analytics and other quantitative discipline (Mandatory).
- Programming skills in SAS, Python, SQL, R, or similar
- Data Analytics Certification (Tableau/PowerBI – Desired)
- Business Analysts, Project Management, AGILE Training is valuable

Experience (minimum type and level of experience required to perform the role)

- 7+ years experience in business intelligence role in financial services, information technology or other quantitative discipline
- Strong working experience on Data Analytics Solutions (Tableau, COGNOS and Thoughtspot)
- Working experience and knowledge of data lifecycle – gathering requirements, data warehouse concepts, sourcing data from core systems (SQL and other tools) and developing and maintenance of data analytics solutions
- Expertise in delivering Business Intelligence solutions in complex enterprise environment and Reporting and Analytics Projects

Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)

- Strong ability in understanding and documenting user requirements
- Proven ability to connect the dots and identify pattern from data, and translate into logical hypothesis and actionable insights
- Advanced analytical skills, ability to develop solutions and courses of action by using an information base to identify key issues, compare with other data and determine cause-effect relationships.
- Ability to synthesise large volumes or complex information into easily interpreted insights that drive business decisions
- Demonstrated experience in influencing key stakeholders.
- Strong ability to convey and explain information, coherently and confidently both oral and written
- Ability to think creatively and critically and thrive in a fast-paced, dynamic, and often ambiguous work environment
- Ability to recognise, understand and support need for change and anticipated impact on both the team and self.

Prepared by:	Lina Mariano Manager Data & Solutions Delivery	Date:	9/09/2024
Approved by:	Hozefa Rangoonwala EM, Data, Analytics & Reporting	Date:	9/09/2024