



**Australian
National
University**

Position Description

College/Division:	Office of the Vice Chancellor
Faculty/School/Centre:	ANU Advancement
Department/Unit:	Advancement Services
Position Title:	Business Intelligence Manager
Classification:	ANU Officer Level 8 (IT)
Position No:	33139
Responsible to:	Head, Advancement Systems and Business Intelligence
Number of positions that report to this role:	2
Delegation(s) Assigned:	

PURPOSE STATEMENT:

The ANU Advancement (ADV) office leads the development, management and coordination of advancement activities at ANU. In alignment with the University's strategic priorities as a national institution committed to excellence in research, education and public policy development ADV supports the University's objectives of deepening relationships with alumni and securing long-term philanthropic income.

The Business Intelligence Manager is responsible for the provision of business analytical services to support the development and continuous improvement of reporting and business intelligence services. These activities include implementation of infrastructure solutions, business analytics, integrations and upgrades in support of and to inform fundraising, engagement and relationship management initiatives of the University.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

Reporting to the Head, Advancement Systems and Business Intelligence, the Business Intelligence Manager is responsible for the provision of business analytical services with respect to a range of reporting, data analysis and business intelligence activities using relevant University database and Client Relationship Management (CRM) systems. This includes, but is not limited to, analysis, design, documentation and training; defining and managing solution scope; developing business cases and driving and fostering a culture of continuous improvement and benefits management. They will also lead a small team that is responsible for developing, implementing and maintaining a reporting framework for users of the CRM system.

The Business Intelligence Manager will play a key role in collaborating with key stakeholders and refining the strategic direction of activities relating to reporting and business intelligence activities. They are responsible for establishing and maintaining effective customer focused working relationships with business users, and will work proactively to identify and understand requirements, develop optimised solutions, and to effectively communicate and present these solutions.

Role Statement:

Under the broad direction of the Head, Advancement Systems and Business Intelligence, the Business Intelligence Manager will:

1. Engage collaboratively with staff in ANU Advancement and across the University to understand their reporting and business intelligence needs; plan, document and execute business and strategic analysis to formulate and manage the solution scope that meet these needs and align business with technology and the University's strategic goals.
2. Review and identify improvements to the reporting infrastructure and provide strategic advice that enables ADV to align the CRM system with the University's internal and external reporting requirements, including the development and deployment of reports on the platform appropriate to the needs of the various stakeholders.
3. Supervise and provide effective leadership and guidance to team members, ensuring that all objectives and deadlines are met, supporting career development and knowledge sharing. Identify and contribute to the

continuous improvement of team processes and practices to ensure that a consistent level of service quality and deliverables are provided in all aspects of work.

4. Undertake business analysis activities to ensure deliverables are produced and delivered on time, developed according to defined standards whilst ensuring that chosen approaches, methodologies and recommendations are appropriate and cost effective.
5. Maintain technical knowledge and actively participate in user communities to ensure that knowledge of system functionality and the development pipeline is current and relevant to business needs.
6. Conduct workshops, focus groups, deliver presentations and provide training and advice to stakeholders and users with respect to business analysis and project coordination services as required.
7. Provide regular progress reports on all assigned work, advice on effort estimation of analysis activities and resource requirements.
8. Identify and contribute to the development of team processes and practices to ensure that a consistent level of service quality and deliverable is provided in all aspects of the work.
9. Contribute to the development, review and implementation of strategic planning, best practice policy development and decision making processes.
10. Maintain knowledge of data privacy legislation and compliance with University policies relating to information/data management, and be responsible for applying this knowledge to reporting functions of the University's CRM system.
11. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
12. Perform other duties consistent with the classification of the position, and in line with the principles of multiskilling.

SELECTION CRITERIA:

1. Progress towards relevant postgraduate qualifications with extensive experience as a Business Analyst in a complex environment or an equivalent combination of experience and education/training. Previous experience in an advancement setting would be an advantage.
2. Proven experience in managing, implementing and maintaining enterprise systems/databases and associated tools, including operational frameworks in a continuous improvement context.
3. Proven expertise in developing, maintaining and updating a web-based user interface for reporting. Experience with reporting and visualisation tools such as Power BI, Cognos, SSRS, or similar.
4. Demonstrated numerical, analytical and problem-solving skills and a high degree of attention to detail, with a proven ability to use initiative, investigate issues, collect and analyse data and to make solutions focused recommendations based on data insights.
5. Proven expertise in the planning and formulation of strategies for the development of business solutions and extensive experience in the evaluation, implementation and management of changes to business practices to improve efficiencies and effectiveness.
6. Demonstrated high level interpersonal, oral and written communication skills, including the ability to articulate requirements to technical teams in a variety of ways and an ability to cultivate and maintain strong working partnerships with a diverse range of groups.
7. Demonstrated ability to manage and mentor staff in a high performing team with a proven commitment to service excellence and the ability to prioritise work to meet client requirements and deadlines.
8. A demonstrated high level of understanding equal opportunity principles and a commitment to their in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature:

Date:

Printed Name:

Uni ID:

References:

[General Staff Classification Descriptors](#)