



# Position Description

## / Our Values

We value life  
We make every conversation count  
We will find a better way, today  
We make the complicated simple

Position Title	Senior Business Intelligence Analyst
Position Number	
Band / Job Group	JG 5
Division	<b>Business Enablement Division</b> Business Enablement are responsible for management of the TAC building and the financial, risk, assurance, legal, business intelligence, program delivery and forensic services the TAC. This division also oversees the operations of the Residential Independence Pty Ltd.
Branch	Business Intelligence
Location	Geelong
Reports To	Manager, Business Intelligence
Number of Direct Reports	Nil
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Financial Delegation	Nil
Job Purpose	Develop pro-active claim analysis and reporting as well as the provision of high quality corporate statistical information, in order to support the TAC's clients in getting their lives back on track.

## KEY ACCOUNTABILITIES

- Develop pro-active analysis of internal and external factors and trends to improve the TAC's ability to effectively and efficiently manage claims
- Develop reporting and targets for claims management on performance against corporate claims, Key Performance Indicators (KPIs) and their drivers to ensure that there is an understanding of the current factors impacting on Client's lives getting back on track
- Provide detailed analysis, statistical information and advice to client divisions to assist them in managing claims performance
- Establish and manage the necessary analysis and reporting environments to communicate claims performance results and analysis to client divisions
- Contribute to the development of high quality computer based systems and methodologies for the provision of routine and ad-hoc operational and management information to ensure the timely provision of high integrity claims performance data
- Act as the key contact point for client divisions to negotiate and prioritise incoming analysis requests, and in conjunction with the broader team to ensure the delivery of these requirements.

## Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.



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### KEY SELECTION CRITERIA

#### Relevant Qualifications, Work Experience & Specialised Knowledge

- A tertiary qualification in a quantitative discipline (e.g. Mathematics, Statistics, Business or Economics) is required
- A minimum of two years' experience in an analytical role that focused on the provision of high level analysis and reporting to senior management
- Highly developed analytical and data manipulation skills, with demonstrated expertise with SAS/SQL, Microsoft Excel, Qlik or similar visualisation software.
- Experience and understanding of statistical modelling is beneficial
- Sound knowledge of TAC business processes, supporting IT systems (including data warehouse and reporting environments) and their content is also an advantage, but not essential.

#### Capabilities

- Cultivate Partnerships: Builds and maintains relationships with stakeholders across roles, teams and divisions, internally and externally
- Cultivate Partnerships: Communicates and presents complex and abstract ideas in a clear, succinct and understandable way, suitable to the audience
- Deliver Outcomes: Demonstrates energy and an appropriate sense of urgency towards achieving team goals
- Adapt and Learn: Regularly seeks feedback and reflects on own capabilities, actively pursuing ways to develop and apply new capabilities
- Empower Others: Challenges important issues constructively, provides rationale for own position and supports others when required
- Empower Others: Develops others by providing coaching to team members
- Exercise Judgement: Probe and look past symptoms to determine the underlying causes of problems and issues, recognising the links between interconnected issues within the team
- Exercise Judgement: Undertakes objective analysis and draws accurate conclusions based on evidence

