



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	Business Intelligence Analyst
Position Number	
Band / Job Group	TAC JG4
Division	Business Enablement Division 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	Business Intelligence Manager
Number of Direct Reports	N/A
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Financial Delegation	N/A
Job Purpose	Provide claim research, analysis and reporting, and assist with the provision of high quality corporate statistical information, in order to facilitate the TAC's management of scheme viability, client outcomes and client experience.

KEY ACCOUNTABILITIES

- Provide reporting to 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 scheme viability, client experience and client outcomes.
- Provide research and analysis of internal and external factors and trends to improve the TAC's ability to efficiently and effectively manage claims.
- Provide detailed analysis and statistical information to client divisions to assist them with managing claims performance.
- Assist with the implementation of claims division KPIs and payment targets to ensure that an appropriate framework is in place for monitoring claims performance.
- Assist with the establishment of 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.
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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 behaviours; 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 Work Experience & Specialised Knowledge

- A tertiary qualification in a quantitative discipline (e.g. Mathematics, Statistics, Business or Economics) is required
- Strong analytical skills with the ability to collect, organise, analyse and disseminate significant amounts of information with attention to detail and accuracy
- Experience in an analytical role that focused on the provision of high level analysis and reporting to management.
- Developed analytical and modelling skills, preferably with demonstrated expertise with SAS/SQL and Microsoft Excel, Powerpoint, Qlik, Power BI or similar Visualisation software.
- Strong communication and negotiation skills, ability to communicate within own team and to relevant stakeholders to reach stronger outcomes

Capabilities

Adapt and Learn: Actively listens to, reflects and responds to feedback in order to develop and improve self

Cultivate Partnerships: Builds and maintains relationships with stakeholders internally and externally

Deliver Outcomes: Contributes towards the achievement of team goals

Deliver Outcomes: Demonstrates energy and enthusiasm in his/ her work

Embrace Accountability: Follows through and meets work commitments to others on time

Exercise Judgement: Gathers appropriate information and makes recommendations based on evidence.

Cutlivate Partnerships: Clearly expresses verbal and written information