POSITION DESCRIPTION

Title of Role:	Business Intelligence Analyst	Classification Level:	N/A
Business Unit:	Quality & Service Division	Type of Appointment:	Full time, fixed term for 2 years
Division:	Quality & Service Division	Position Number:	N/A
Award Type	Award Free		

YSAS Vision
A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose
To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Purpose

The purpose of this position is to bring an understanding of data gathering and analytics to intelligence and knowledge forming. The position involves designing, managing and deploying data systems, reports and dynamic dashboards that will present operational solutions and recommendations to different business groups.

Reporting Relationships
This role reports into Manager, Data Management & Analytics

This role has no direct reports.

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:
- Internal peers, site managers, project sponsors and business SMEs
- External stakeholders including funders and consultants

Key Challenges

Incumbents in this role must:
- Have the ability to manage conflicting project and business requirements and work co-operatively with stakeholders to achieve the best outcomes
- Have the ability to analyse complex business operations and develops business requirements and specifications for the creation of data systems and business intelligence reporting solutions
- Be able to bridge knowledge gaps and countering objections with effective communication and presenting evidence-based insights for strategic decision making

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:
- Working with Children's Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver's licence.
- Copies of all relevant qualifications.

Other relevant role information
- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent's probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:
- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Business Intelligence Analyst is responsible for:

Key Responsibilities	Major Responsibilities	Performance Indicator/measurement
Business Intelligence & Reporting	• Review, update and investigate pertinent data from organisation's core client database. This includes working with multifaceted databases to analyse and report all aspects of the data • Queries multiple data sources using SQL, develops ETLs, and produces reports such as SSRS and visualization tools: Power BI and Tableau • Leading the design, development and roll-out of data warehouse, including the collection and utilisation of all data • Creates business analytics by synthesizing information from multiple sources of data for business decisions and strategic planning. Manages consolidation of complex data into meaningful information systems • Leads the development of business rules to guide data system design, data collection, and data analysis • Works with user groups to provide training, resolve questions, assess user needs, and recommend changes to data systems. Develop systems test plan components and test scripts • Creates policies and processes regarding collating and analysing data • Extending knowledge of Business Intelligence to provide ongoing refinement of processes to improve service delivery and operations • Performs detailed quality control checks on significant and diverse data sets related to programs and acts in a collaborative function for research design, data collection, interpretation, and presentation • Performs special projects and other related duties as assigned.	• High level of quality, accurate and timely delivery of reports and dashboards to management for strategic decision-making purposes • Strive to generate value from data sets and provide draft quality briefings that present content in a way that facilitates good decision • Implement new data analysis methodologies and business intelligence systems • Up to date process documents that contribute to knowledge sharing initiatives
Stakeholder Engagement	• Be able to identify and enable participation with stakeholders by providing information that they need to participate in a meaningful way • Works with key stakeholders to identify reporting needs, defines the reporting requirements, designs the report, and writes the code required to deliver the report. • Recognise different communication needs and preferences of stakeholders and endeavour to meet these wherever possible	• Uses understanding of the stakeholder to ensure outcomes are achieved and produces insightful reports • Keeps stakeholders up to date with issues and developments
System Management	• Manage the setup and configuration of systems (user access, security role) • Provide documentation of all processes and training as needed to business process owners	• Uses understanding of the system configuration and set up to train the business process owners • Up-to-date documents containing clear instructions/information on system configuration and user set up
Professional Development	• Undertake improvement based project work as assigned by manager and/or directors from time to time • Undertake a proactive involvement in self-development and action plans outlined from performance reviews • Undertake certifications and trainings in relevant business intelligent functions	• Demonstrated ability to participate actively in improvement based project work • Demonstrated knowledge and application of skills acquired from relevant trainings/certifications
Continuous Improvement	• Contribute to continuous quality improvement in relation to service delivery or business support services and systems.	• Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures • Ensure confidentiality of documentation is maintained

	• Participation in evaluation and ongoing monitoring of the programs, services, and systems.	
Corporate Compliance	• Ensure that the information provided follows the compliance, access management and control policies in place	• Data conforms to compliance and information management policies in place

Qualifications, Skills, Knowledge and Experience relevant to the role

Education	• Bachelor's degree in Business, Mathematics, Computer Science or Information Technology or related required
Experience	• Minimum of three (3) years or more successful experience in a governmental, not-for-profit agency or complex organizational environment, primarily related to a business intelligence or Data Warehouse consultant
Knowledge and Skills	• Comprehensive understanding of current principles, practices, and techniques of Systems Analysis, Business Analysis, and Business Intelligence • Knowledge of current computing technologies and software applications such as specialized Business Intelligence software, SQL query language, Microsoft Access, SharePoint, and other database applications appropriate to the position's job responsibilities (Power BI, Tableau, and SQL Reporting Services expertise preferred) • Skilled in SQL Server Database Applications: SQL Server Management Studio, Visual Studio, SQL Server Reporting Services. • Well organised, and able to be flexible in managing competing priorities and deadlines • Apply best practices for effective communication and problem-solving • Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills • Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions • Good judgment, able to influence others and seen as a credible source of advice
Personal qualities	• A team player, able to work in a collaborative way. • Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion. • Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. • Commitment to YSAS' values and a working style that reflects these

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Business Analyst role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
Strategic Direction	**Strategic**	- Ensures business unit strategies are aligned with YSAS' strategic plans - Continually reviews goals and plans to reflect changing priorities or conditions - Seeks to gather and understand all critical information when planning and making decisions - Engages in high-level critical thinking that identifies links and discerns the underlying issues - Collaboratively develops plans that reflect the strategic direction of the organisation
Achieves Results	**Strategic / Tactical**	- Holds self and others accountable for quality, timely and cost-effective results - Is accountable for the delivery of timely and accurate results - Critically evaluates an issue prior to determining a course of action - Confidently makes judgements about which tasks to prioritise and which to re-negotiate - Presents data that combine relevant information from different sources to facilitate understanding of data-related issues - Designs and uses data gathering and analytical methods appropriate for each request and delivers results in timely and effective manner

Category	Level	Behaviours
Business Excellence	**Tactical**	- Challenges others to seek business improvements - Identifies areas for cost savings - Independently and proficiently applies occupational knowledge and skills in area of expertise - Seeks to understand different programs in the organisation, including their services, deliverables, and measures
Working Relationships	**Tactical**	- Consults with relevant stakeholders about changes which may impact on their work - Adapts their approach to suit the situation and audience - Listens actively and responds in a clear and concise manner - Integrates the understanding of one's discipline with the ability to communicate with people across a broad range of disciplines - Builds relationships with people whose assistance, cooperation, and support may be needed
Personal Drive and Professionalism	**Tactical**	- Models courteousness and professionalism in the workplace - Demonstrates integrity and ethical behaviour - Remains positive when faced with difficult challenges - Seeks and acquires new competencies, work methods, ideas, and information that will improve own efficiency and effectiveness on the job - Demonstrates a flexible, positive 'can do' approach to delivering results

Selection Criteria for Appointment into Role

1. Relevant qualifications and demonstrated experience in a business intelligence role

2. Demonstrated skills in SQL data extraction and manipulation Demonstrated experience with the Microsoft BI stack, particularly PowerPivot, Power BI and SSRS.

3. Advises on the available standards, methods, tools and applications relevant to business analysis and can make appropriate choices from alternatives.

4. Attention to detail with a methodical approach to work, ability to identify technical issues, contribute to business process improvements, and the ability to clearly document progress and solutions

5. Demonstrated to prioritise effectively and meet deadlines in a fast-paced environment, and to adapt positively to shifting priorities

Incumbent Statement
I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and

organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

| Acknowledged by occupant | -- (Print name) | –––––––––––––––––––––––––– (Signature) | / / ------------- |
| Acknowledged by line manager | -- (Print name) | –––––––––––––––––––––––––– (Signature & title) | / / ------------- |

Job and Person Specification Approval

…………………………………......./......../........ DELEGATE (GM or Chief)