

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Business Intelligence (BI) Analyst
Service & Directorate:	Service Improvement & Innovation
Location:	Dunedin
Reports to:	Health Analytics Manager
Delegation Level:	N/A
Number of direct reports:	Nil
Date:	April 2024

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
 We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>To promote regional information technology activity including standardised systems, processes, and policies.</p> <p>They will be responsible for the design, creation, and generation of the reports and support the local internal and external reporting needs. The BI analyst position is responsible for the quality control of all reports and data held within our data warehouse. They will assist in the maintenance and integrity of our data warehouse and be involved in the processes of bringing new data in.</p> <p>They will be involved in the wider conversations around Business Intelligence and the digital landscape and be part of a dedicated team whose purpose is to assist the region in its pursuit of making informed decisions.</p> <p>Liaison across Southern Health and with external providers, analysts in other areas of the region and the wider Health New Zealand, will be necessary from time to time.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets firsthand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent themselves for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when they disagree.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient workflow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Teamwork	Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, and shows commitment to contributing to the team's success.

KEY RELATIONSHIPS	
Within Southern District	External to Southern District
<ul style="list-style-type: none"> • Data & Digital teams 	<ul style="list-style-type: none"> • Southern region
<ul style="list-style-type: none"> • Key stakeholders within the business 	<ul style="list-style-type: none"> • Wider Health New Zealand
	<ul style="list-style-type: none"> • Health agencies & partners

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • A tertiary degree in IT related field or equivalent experience • Professional experience in report development, BI dashboards, data analysis, and data manipulation 	.
Experience	<ul style="list-style-type: none"> • Strong hands-on knowledge of currently supported MS SQL Server versions, Reporting Services and Power BI. • Strong knowledge and experience writing complicated SQL queries, with MS SQL. • Requires initiative, flexibility, and professional skills in dealing with other staff. • Must demonstrate strong analytical, problem solving, and statistical skills • Experience with BI dashboard creation. 	<ul style="list-style-type: none"> • Experience using ETL tools
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to communicate and interact effectively, both written and orally, on current workloads, potential issues, and recommended solutions. • Individual must possess good technical skills and aptitude. • Excellent written and verbal communications. Experience in report writing is a plus. • Demonstrated organisational skills and the ability to prioritise workload and maintain schedules and deadlines. • Ability to absorb new ideas and concepts quickly. • Good analytical and problem-solving abilities. • Ability to effectively prioritise and execute tasks. • Strong customer service orientation. • Experience working in a team-oriented, collaborative environment. 	<ul style="list-style-type: none"> • Strong data presentation skills (report design, charts, and graphs).
Personal Qualities	<ul style="list-style-type: none"> • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. • Acts with discretion, sensitivity, and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Maintains an exceptionally high level of confidentiality. • Forward thinker, flexible, courteous, self-motivated. • Committed to continuous quality improvement. • Ability to liaise and network at all levels. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
BI Analyst	
<ul style="list-style-type: none"> • Chart existing processes in order to define the District current reporting activities for the development of existing and future reporting procedures and models. • Meet with decision makers, systems owners, and end users to define reporting requirements and goals and enhancements to existing reports. • Interpret needs and design/enhance reports to meet end user expectations. • Produce and interpret initial report output to ensure that the end user requirements have been met. • Redesign reports when necessary, prior to releasing to the end user. • Create prototype reporting models, specifications, diagrams, and charts to provide direction to system programmers. • Test all new reports/report enhancements to ensure accuracy/integrity of data prior to releasing reports to the end user. • Standardise report formats for each client niche. Automate report process where possible. • Update reports as needed - weekly, monthly, quarterly, etc. Ensure that reports are accurate and automated. • Develop routines and procedures for end-users to facilitate best practices use of the District reporting tools and applications. 	<ul style="list-style-type: none"> • Support job queues kept at manageable levels at all times. • Appropriate escalation to the Manager when not meeting problem resolution guidelines. • Consistent positive feedback from business units and users within the District.
<p>Team and Individual Performance Participate in and contribute to the internal management and functioning of the team.</p>	
<ul style="list-style-type: none"> • Consistent delivery of quality tested reports to the District users to meet reporting commitments made. • Consistent use of the District reporting standards, documentation, and processes. • Consistent positive feedback from business units and users within the District. • Consistent positive feedback from the District technical support team and external vendors. 	<ul style="list-style-type: none"> • Positive working relationships developed and maintained. • Positive feedback received from managers and other clients across Southern District.
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Southern District processes and reflects best practice. • Research undertaken is robust and well considered.

Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern District Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern District Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day-to-day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

For Job Evaluation Purposes: (As per the current Southern Delegation of Authority Policy)

Number of direct reports: : 0
 Southern District Delegation of authority (level 1 – 5) : Nil

Staff Authority

Authority to engage, promote, discipline and dismiss staff

Authority to engage, promote, discipline/dismiss direct reports with consultation of manager: **No**

Contractual Authority

Authority to enter into agreements or contracts on behalf of the Southern District

- Limited: ~~YES~~ / **NO**
- Long term \$1.5 to \$3 million ~~YES~~ / **NO**
- Long term in excess \$3 to \$7.5 million ~~YES~~ / **NO**

Work Complexity

Most challenging duties typically undertaken, or most complex problems solved:

- Ensure the efficient operation of legacy and new corporate and clinical systems
- Engage with a large number of stakeholders across Southern at different level
- Directly report to Health Analytics Manager

Freedom To Act

- Establish standards and processes in own area
- Review and advise on the procurement of new software solutions
- Manage costs within budget

Financial Responsibilities

- Controls a budget **No**
- Maximum that may be spent without reference to manager __ N/A
- Jobholder can spend unbudgeted capital **Y/N**. Amount _____
- Jobholder is responsible for committing the organisation to long-term contracts **Y/N**
- Jobholder signs correspondence for Company Y/N

CHANGES TO POSITION DESCRIPTION

From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

.....
Manager

.....
Date