

Business Intelligence Manager

Reports to Director Data and Systems
Direct Reports BI Data Management Analysts, BI Data Analysts, Strategic Procurement Analyst
Band Band 6, Health Purchasing Victoria Enterprise Agreement 2018

Position Summary

The Health Purchasing Victoria (HPV) Business Intelligence Team is a part of the Data and Systems Division and is responsible for the management of the organisations data and databases. This role is responsible for supporting and implementing HPV's Data Strategy. It is also responsible for driving HPV to become a data driven decision making organisation as well as improving the use of data across the health sector.

The BI team is responsible for the technical implementation of current and future data outcomes for the business, including business intelligence solutions relating to:

- Data preparation (sourcing, acquisition, validation and migration).
- Data warehousing (Design, build and manage).
- Data security (access, backup and controlling variation).
- Reporting, analytics, data exploration.
- Information delivery (portals, mobile, systems integration).
- Business Intelligence competency and solutions

The Business Intelligence Manager reports to and will work closely with the Director Data and Systems and will be responsible for directly supervising all aspects of the Business Intelligence Team.

Specific Duties and Responsibilities

Information Services

- Support the development of HPV's Data Strategy, including the incorporation of machine learning within HPV as well as driving and maintaining a master data strategy.
- Drive HPV's Data strategy within the Business Intelligence Team and in line with the HPV Corporate Strategy, setting clear strategic direction for employees, enhancing their leadership capacity and capability, and enabling the delivery of effective data outcomes.
- In conjunction with internal and external stakeholders, oversee the development of dashboards for each division and across the health sector.
- Drive quality data collection and ensure that data is available for further processing as needed by the business.
- Identify sourcing opportunities for procurement, utilising spend data and other data sources.
- Collaborate with HPV staff as needed to identify and scope business opportunities, document and vet business requirements, identify effective reporting techniques, identify the best data sources for each report field, identify risks and constraints, and design reporting formats.
- Drive the business toward implementation of a minimum set of data sources via a commitment to accurate master data and take responsibility for resolving duplication by understanding business processes and leading users to accredited data sources when found.

POSITION DESCRIPTION

- Drive the implementation of new business intelligence and data warehouse requirements through the use of SQL, ETL, business intelligence tools, and database programming and reporting tools.
- Monitor and co-ordinate information relating to the work of the Business Intelligence Team. Critically analyse information, monitor performance and make recommendations for continuous improvement to meet performance targets and standards in accordance with the business plan. Prepare and present reports and management information relating to performance, business function metrics and any other aspect of the team's work.
- Build and maintain effective relationships with internal service colleagues and organisational partners such as external consultants ensuring effective customer service delivery and open dialogue at all times.
- Challenge current methods of service delivery and identify, recommend and implement improvements. Maintain an up-to-date issue log and participate in issue impact and resolution discussions.
- Develop a thorough and up-to-date working knowledge of the Business Intelligence Team's services including systems, procedures, projects and legislation. Implement any changes to procedures, business processes, technology and legislation. Continually assess the effectiveness of the team, especially in terms of service quality and recommend any necessary adjustments.
- Ensure the efficient and effective operation of information and communications technology systems and databases. Maintain knowledge of current developments in ICT, research and emerging technologies and make recommendations to support improvements in customer service delivery. Use information collected from all customer interactions to inform future strategies and plans.
- Take responsibility for the Business Intelligence Team's production and delivery of training material and content available for internal or external customers, technology partners or suppliers.
- Participate in a technically "hands on" manner in providing outcomes.

Data standards and stewardship

- Understand and report on how HPV Data is stored, processed and transmitted by HPV and by third-party Agents of HPV.
- Implement appropriate physical and technical safeguards, to protect the confidentiality, integrity and availability of HPV Data.
- Document and disseminate administrative and operational procedures to ensure consistent storage, processing and transmission of HPV Data.
- Provision and de-provision access to HPV Data as authorised by the Data Steward Accountable.
- Understand and report on security risks and how they impact the confidentiality, integrity and availability of HPV Data

Management

- Contribute to the Data and Systems division and broader HPV team through participation in formal meetings and other activities as required
- Perform senior management responsibilities as required
- Comply with relevant financial and non-financial authorities outlined in the Delegations of Authority instrument.
- Support and develop open and transparent lines of communication with Executive Leadership Team (ELT) and Senior Leadership Team (SLT) members including participating in individual and divisional meetings, and by email and other regular interpersonal communication.
- Identify relevant opportunities and make recommendations for HPV to improve its processes, workplace health and safety, and quality and service delivery outcomes

POSITION DESCRIPTION

- Assist Data and Systems division to recruit, interview, select, and hire new employees where relevant and support new employee on-boarding, induction and development planning as required
- Provide direct management support to employees on matters relating to their employment including but not limited to training, leave and complaints
- Deputise for the Director Data and Systems and or any other Executive if and when called upon to do so
- Undertake other tasks or responsibilities as agreed with the Director Data and Systems from time to time

Leadership

- Support development of a vision for the Data and Systems division in line with the HPV Corporate Strategy which sets a clear strategic direction for employees, enhances their leadership capacity and capability, and enables them to deliver robust operational support and advice.
- Foster a workplace culture that is consistent with HPV's organisational culture emphasising organisational values.
- Maintain strong lines of communication, both formal and informal, with SLT, ELT and key HPV stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HPV in fulfilling its legislative functions in line with its Corporate Strategy.

HPV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HPV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HPV's values.
- Represent HPV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HPV values:
 - We are customer-focused; we focus on customer and patient outcomes
 - We keep it simple; we strive for efficient and effective ways to achieve our goals
 - We are collaborative; we work as a team toward common goals
 - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
 - We inspire confidence; we do the right thing. We are open, honest and trustworthy

Data Security

- Comply with HPV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Business Intelligence Manager may be required to undertake other duties from time to time.

POSITION DESCRIPTION

Qualifications, Skills and Experience

Academic

- Degree in Information Systems or similar encompassing business process and data analysis.

Experience

- Strong experience in an ICT team leadership or management role.
- Experience in machine learning.
- Strong business process and data analysis skills.
- Experience with reporting systems, business intelligence, business analytics, data marts / warehousing, data modelling, ETL technologies, dashboards, portals.
- Strong understanding of Microsoft's .NET architecture.
- Experience with cross-platform architectures and web-based applications.
- Appropriate knowledge of and/or experience with Health Systems, catalogues, sourcing, procurement, supply chain and/or logistics.
- Project experience preferred including the Software Development Lifecycle processes, including testing and issue management.
- Experience in eSourcing, eProcurement, Contract Management and/or Supplier Relationship Management (SRM) systems an advantage.
- Proficiency with Microsoft Technical and Office toolsets.
- Experience in stakeholder management at an operational level.

Personal

- Outstanding written and oral communication and presentation skills.
- Strong commitment to providing excellent customer service.
- Self-directed and able to provide superior team supervision.
- Sound analytical, process and problem solving ability.
- Excellent interpersonal skills with the ability to develop and maintain positive working relationships with people at all levels within and outside the organisation.
- Ability to monitor multiple activities and to negotiate and meet deadlines.
- Ability to maintain and respect confidentiality.
- Ability to meet tight deadlines.
- Flexible can-do attitude.