**POSITION DESCRIPTION**

**Job Title: Business Intelligence Analyst**

Team: Information Services

Reports To: Information Systems Lead

Direct Reports: N/A

Date: June 2020

**INTRODUCTION**

The purpose of Health Hawke’s Bay – Te Oranga Hawke’s Bay is to ensure quality, and appropriate services are provided in a culturally safe environment to all of the enrolled population many of whom are people with high health needs and limited financial and personal resources. We support primary and community healthcare providers in delivering timely, effective, quality services supported by a community development model.

**POSITION PURPOSE**

To lead Information Services in reporting and analysis functions, under the direction of the Information Systems Lead to support the wider Health Hawke’s Bay in the delivery of overall services.

To contribute and support key business processes under the direction of the Information Systems Lead by maintaining and enhancing business process within Health Hawke’s Bay Data Warehouse and Business Intelligence that will simplify and improve the accuracy, quality, timeliness and dissemination of information.

**KEY RESULT AREAS**

***He kauanuanu & Raranga te Tira – People (Respect and working together)***

* Consistently provide friendly, professional and efficient services to internal and external customers
* Provide advice, views and recommendations to support developments and decision making in a timely and professional way
* Maintain effective working relationships with staff, Board and Advisory Committee members, providers, contractors
* Demonstrate empathy and understanding toward diverse cultural and socio-economic groups, particularly Māori

***Akina – Health Services Improvement***

* Support a continuous improvement and learning approach
* Seek new opportunities to support HHB to meet community health care needs
* Support and promote initiatives that improve access and/or health outcomes for the enrolled population, and in particular for Māori, Pacific and low-income individuals and families
* Ensure participation in meetings and at any forums aligned with health services improvements
* Participate in, or lead improvement projects as delegated or allocated

***Tauwhiro – Quality, Cost and Efficiency***

* Follow procedures to ensure compliance with standards
* Schedule work, time and resources effectively so a high level of productivity is maintained
* Continuously review and recommend improvements to existing systems and processes
* Maintain skills and competence to maximise efficiency and meet performance expectations
* Identify cost savings initiatives and utilise resources appropriately
* Support the completion of projects on time, to specification and within budget

| **PRINCIPLE ACCOUNTABILITIES** | **STANDARDS OF MEASURE/EXPECTATION** |
| --- | --- |
| Information analysis, design, and reporting development | * Using Microsoft Power BI to produce a suite of on-ongoing automated reporting for Health Hawkes Bay and its Network. * Directs, organises and leads BI work streams in the implementation and use of new BI software tools and systems. * Translate raw structure and unstructured data into reports and dashboards that enables actionable insights. * Provides subject matter expertise for key BI core functions. * Reporting and analysis prepared in a user friendly (including verbal presentations) to support Health Hawkes Bay in the achievement of equity for Maori. In particular, the business needs of corporate and clinical services, funding arrangements, and patient population characteristics, including demographics, diseases and utilisation of resources. * Embed the use of statistical and data modelling methodologies to gain insight into business or clinical issues. * Drive efficiencies through identifying opportunities to automate standard reporting. * Have a detailed understanding and awareness of the health data available and how to apply appropriate interpretation to provide critical evidence for decision making. |
| Data Warehouse and development and maintenance | * The data warehouse is maintained and developed to enable Health Hawke’s Bay to extract accurate information from a range of systems for analytical and reporting purposes * Existing business processes for information capture are reviewed so accuracy is maintained and opportunities for efficiencies realized. * Training and guidance is provided for new tools, reports and information as required * Data integrity is analysed with issues and anomalies investigated and resolved. * Ensure opportunities for improvements to current data capture and reporting processes are identified with appropriate solutions implemented. * Identify opportunities to improve processes and strategies with technology solutions |
| Relationship Management | * Effective and productive relationships are built and maintained with internal and external stakeholders * HHB’s views are represented in relevant formats with guidance sought from relevant HHB staff on current thinking * All staff, stakeholders and community representative relationships are managed positively and sensitively to ensure engagement with and ongoing support for primary health outcomes * Issues and problems with key relationships are promptly and effectively resolved |
| Compliance | * All relevant legislation, contracts requirements, systems, standards and policies are consistently applied * Instances of non-compliance are managed pro-actively to minimise risk to HHB * Safe work practices are maintained and all health and safety policy and procedures are complied with at all times * Avoidable accidents are prevented and any new hazards reported promptly with controls put in place to eliminate or minimise the risk of injury or illness * Accidents and near misses are reported immediately, wherever possible |
| Treaty of Waitangi | * An understanding of the principles of the Treaty of Waitangi and the organisation’s obligations against the Treaty Principle is demonstrated in all work * The principles of partnership, protection and participation are applied to day to day work * Procedures and work practices are assessed to ensure they do not discriminate against Māori in any way |
| Continuous Improvements | * Regular and structured reviews of current systems, practices and procedures are completed with a focus on the continuous improvement * Ongoing quantifiable improvement in targeted service and performance is achieved as a broader output to any review |
| Other duties | * Other duties are performed as required in accordance with operational requirements * Flexibility and willingness to perform a variety of tasks and hours is demonstrated * Adherence with standards and procedures is maintained at all times |

**KEY EXTERNAL RELATIONSHIPS**

* DHB
* General Practices
* Software Providers

**PERSON SPECIFICATION**

**Skills, Knowledge and Experience**

* A Tertiary Qualification (e.g. Business, IT, Maths/Stats)
* Five years of analytics or reporting experience with a track record in translating and integrating transactional data into meaningful and well-presented reports
* Experience working with complex and diverse data with experience in SQL, SAS or equivalent.
* Strong experience working in leading edge business visualisations tools Power BI or equivalent (Tableau Qlikview)
* Strong Microsoft Office experience, in particular Excel skills
* Knowledgeable in Data Modelling/Mining best practice and preferred experience statistical modelling
* Analytical, evaluative, and problem-solving abilities. Well-developed trouble shooting and problem-solving skills
* Proven relationship building skills with other professionals
* Sound knowledge of the Treaty of Waitangi
* Excellent organisational and time management skills
* Ability to work in a cooperative and collaborative way with others
* Excellent verbal and written communication skills

**Personal Attributes**

* Genuine interest in improving health outcomes in our community
* Committed to ongoing learning and development
* Proactive self-starter with ability to use initiative
* Strong people, customer service and continuous improvement orientation
* Ability to operate in Māori and non-Māori environments
* Strong drive to achieve results and accept accountability for delivering results
* Analytical thinker with superior attention to detail
* Able to maintain strict confidentiality
* A positive “can do” attitude
* Professional personal presentation
* Able to work without supervision and plan and organise own work