JOB DESCRIPTION

Senior Analyst

ROLE TITLE	Senior Analyst
SECTION/DIVISION:	Strategy, Analytics & Reporting Unit
REPORTS TO:	Either Manager Analytics & Insights or Senior Manager Strategy, Analytics & Reporting
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Operate across a designated activity portfolio to undertake and deliver a range of activities such as specialist reporting (including statutory reporting), compliance, analysis, benchmarking, forecasting and insights, and modelling services. These services support and inform programs, initiatives, projects, policy and decision making; and meet the reporting requirements of the University and relevant external stakeholders. Provide subject matter expertise, advice and insights which advance the interests of the University. The role is part of a team flexibly providing analytical and reporting services across the University. A client focused, continuous improvement and service excellence delivery orientation is critical to success in this role.
ACCOUNTABILITIES:	Provide accurate, timely, effective and efficient specialist analytical and reporting services for a designated activity portfolio. Collect, collate, "clean", extract, manipulate, analyse and interpret data and information from multiple sources, and large and diverse data sets. Carry out quantitative and qualitative research and analysis, and collaborate with Strategy, Analytics and Reporting (SAR) Advisory colleagues to inform the development and review of strategic and operational plans, briefings, submissions, projects, policy, business cases and evidence-based, data-driven decision making. Provide specialist advice and analysis on trends observed. Build and maintain appropriate data and analytical models to support data and information analysis. Undertake modelling, forecasting activities and trends analysis (where required). Define and specify analysis and reporting requests and requirements. Proactively communicate and collaborate with internal customers and external stakeholders to gather data and undertake performance monitoring analysis and reporting. Identify and validate information and data sources and bring together data that may contribute to meeting business requirements. Identify and utilise best practice and contemporary analysis, modelling, forecasting and reporting tools, methods, procedures, standards and techniques, giving particular consideration to business needs and compliance requirements. Select appropriate techniques and the correct level of detail for meeting assigned objectives. Create, prepare and generate regular and ad-hoc reports in accordance with deadlines and/or statutory requirements. Manage and undertake statutory reporting functions such as the Single Data Return (SDR), University's Investment Plan, Enrolment Reports, student completion reporting, annual report, reports to Council and Senior Executives and Economic Impact Report. Resolve any pre- and post-submission errors or issues.

Identify, implement and monitor processes to ensure the University's compliance with legislative and external agency rules and protocols. Coordinate ad-hoc projects to support changing internal and external requirements, and the University's compliance with new legislative or external agency initiatives.

Manage and undertake benchmarking tasks and activities, surveys and reports, and ranking exercises.

Make a significant contribution to informing the development and assessment of academic proposals (e.g. new papers and programmes), business cases, and other operational initiatives. Provide specialist advice and recommendations such as funding classifications, regulatory compliance, optimisation of revenue, student load forecasting, and other relevant topics to support informed decision making.

Design and undertake a range of market intelligence and market research activities and produce insights and recommendations to guide and enable key University stakeholders in making data-driven decisions. Monitor and measure the effects of marketing activities against business objectives.

Develop deliver and participate in various workshops and training sessions. Actively contribute to the University community of practice, and institutional research.

Demonstrate findings of data beyond simple presenting of numbers and develop, translate and communicate insights gained from research and analysis into usable information and reports, in forms that meet the needs of a range of customers or end-users.

Monitor, maintain and update data and information sources, records, documentation and databases with full version control in central repositories. Ensure data and information is current, accurate, complies with statutory requirements, optimises University funding, and that any changes to key University systems comply with evolving requirements of internal and external reporting regimes.

Implement and monitor data and information quality assurance and compliance processes. Identify and investigate data and reporting discrepancies and issues. Resolve or report as appropriate. Where applicable liaise with data and information providers and end-users to facilitate data correction and resolution.
Collaborate with other units to resolve issues at the source of truth and improve underlying systems and processes

Develop and maintain strong relationships with a range of internal customers and external stakeholders (particularly government agencies and bodies) to determine data/information ability, build an understanding of business needs and requirements, and assist with converting the business requirements into detailed specifications for reporting and analyses.

Keep abreast of current and emerging trends, Government policy and statutory requirements to support improvements to reporting, analysis, processes and systems, and ensure that the University maximises its funding. Utilise insights of external and internal drivers to provide forecasts and advice on likely future events and appropriate University responses

Make a significant contribution to the development, implementation and review of technological solutions to extract and analyse large and diverse data sets; and policies, frameworks, guidelines and standards.

Perform Divisional Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:	Internal Leaders, managers and staff Service and Academic Divisions Selected University committees External Government departments, institutions and agencies Benchmarking agencies and industry peers Peers from other tertiary institutions Other statistical, economic and marketing data sources External third party stakeholders and consultants"
QUALIFICATIONS & EXPERIENCE:	Essential A relevant tertiary level qualification or recognised qualification(s) appropriate to the role, that demonstrates qualitative and quantitative aptitude 5+ years' experience in the collection, cleaning, reporting and analysis of data and information. Proven experience in providing actionable insights, informed recommendations and advice supported by integrated data sets, and presenting the outcomes in an accessible manner. Experience of positively engaging with a diverse group of stakeholders. Experience delivering or managing projects Preferred Postgraduate qualification and/or recognised professional credential relevant to the role. Experience in providing forecasts and actionable insights, modelling services, informed recommendations and advice supported by integrated data sets, and presenting the outcomes in an accessible manner. Tertiary sector experience.
TECHNICAL SKILLS AND KNOWLEDGE:	Essential Advanced competency in a range of data management and analysis tools, methodologies, software and systems. Proficiency in the Microsoft suite of programmes. High degree of computer literacy and numerical data analysis skills - Advanced Excel *Depending upon the activity portfolio:* • Knowledge and competency in coding, forecasting and modelling tools and methodologies (e.g. R, SPSS, TM1) • Knowledge and experience in practical interpretation with legislation, regulations and policy. Preferred Knowledge of the regulatory and statutory obligations of New Zealand Universities.
SPECIAL REQUIREMENTS:	Contribute as part of a network of SAR staff to provide suitable coverage during periods of leave, peak period activities and to cater for University and customer requirements. Support of scheduled after hours work may be required on occasion. Provide service and support to the University of Otago satellite campuses as and when required. Some travel may be required.
DIRECT BUDGET ACCOUNTABILITY:	Nil
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a

	safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
PERSONAL ATTRIBUTES	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Senior Analyst

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
Communicate clearly, actively listen to others and respond with respect	*Provide customer centric services in-line with the University's and organisational objectives*	*Collaborate with others and value their contribution*	*Gain consensus and commitment from others and resolve issues and conflicts*
ADEPT	ADEPT	ADEPT	INTERMEDIATE
Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Actively listen to others and clarify own understanding. Create opportunities for others to be heard Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience	Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers Maintain good relationships with key customers in area of expertise	Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams and work units Share lessons learned across teams and work units Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work	Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Keep discussion focused on the key issues

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
Achieve results through efficient use of resources and a commitment to quality outcomes	*Plan to achieve priority outcomes and respond flexibly to changing circumstances*	*Think, analyse and consider the broader context to develop practical solutions*	*Be responsible for own actions, adhere to legislation and policy and proactively address risk*
ADEPT	ADEPT	ADEPT	ADEPT
Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes Ensure team/work unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted	Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses Monitor and evaluate achievements and adjust future plans accordingly	Research and analyse information, identify interrelationships and make relevant evidence based recommendations Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness Identify and share organisational process improvements to enhance effectiveness	Ensure that actions of self and others are focused on achieving organisational outcomes Assess work outcomes and identify and share learnings to inform future actions. Exercise delegations responsibly Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks Understand and exercise integrity and due diligence with budgets, University monies and other resources

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
Be open and honest, prepared to express your views, and willing to accept and commit to change	*Be ethical and professional and act in keeping with the University's values*	*Show drive and motivation, a measured approach and a commitment to learning*	*Show respect for diverse backgrounds, experience and perspectives*
ADEPT	ADEPT	ADEPT	INTERMEDIATE
Be flexible, show initiative and respond quickly when situations change Give constructive and honest feedback and advice using appropriate manner and tone Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate Act to prevent and report misconduct and inappropriate behaviour	Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult	Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt and respond positively in diverse environments

LANGUAGE & CULTURE

Te Reo	Tikanga Māori
Develop understanding and use of te reo Māori (Māori language)	*Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place*
INTERMEDIATE	INTERMEDIATE
Demonstrate use of te reo Māori words and phrases in appropriate work place settings Has prepared and can communicate accurately own mihi if required in the work place context Take part in opportunities to practice and extend own language capability	Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities Demonstrate an appropriate workplace understanding and awareness of tikanga Māori Has knowledge of the Articles and Principles of Te Tiriti o Waitangi Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi