

Job Description

Job Title:	Analyst / Senior Analyst / Principal Analyst
Date:	November 2018
Responsible to:	Director Business Insights and Analytics or a Team Leader reporting to the Director
Location:	Wellington, unless agreed otherwise
Job Status:	Permanent
No. of reports:	Nil
Delegated Financial Authority: (If applicable)	Nil

Background

TAS works with the leaders and practitioners who plan, commission and provide health and social care.

We bring together sector experts with data analysis and health system insights, helping our customers make informed decisions and improve service planning and delivery. We also help build capability in the sector through education and training. Ultimately it's about working together to create a world class health system for Kiwis.

TAS is owned by the six Central Region District Health Boards (Capital and Coast, Hutt Valley, Wairarapa, MidCentral, Whanganui, and Hawke's Bay). Established in 2001, we are a professional services organisation providing a range of strategic, advisory and programme management services across the health and social sectors, including:

- Sector collaboration
- Data management
- Strategy, innovation and insights
- Capability building
- Programme management services

Vision and Values

At TAS we are united by our passion to help our customers deliver the best healthcare they can for all New Zealanders.

Our 2020 Vision is ‘Supporting our partners to deliver the best health outcomes for all New Zealanders’

We are committed to building a values based high achieving organisation across all of our relationships and activities. Our corporate values of aspiration, courage, professionalism and integrity are central to how we work at TAS.

Our Employee Value Proposition is ‘We are committed to growing innovative, trusted, expert advisors, who love what they do to make a difference.’

Our Values are:



Business Group

Analytics is a rapidly evolving area, generating increased automation, interactive visual reporting, data management, and analytical capability. Business Insights and Analytics operates as a centre of excellence within TAS, delivering services involving data management, reporting and analytical insights. We provide services across any TAS enterprises and programmes requiring analytical support.

Our goals are to:

- Support the 2020 Vision by contributing analytical insights about the health system
- Deliver consistent, high quality, user-friendly, valued reporting to our customers, taking advantage of advances in reporting and analytics technology
- Securely develop and manage data-sets to support analytical insights and reporting that are useful to our customers

Job Purpose

Analysts work as a team with complementary skills to support TAS projects and programmes with data, analysis, problem-solving, and reporting.

The Analyst and Senior Analysts role will develop experience through initial focus on one of the three key specialist functions – Analytics & Modelling, Data Management, or Analytical Insights Consultancy, and also develop cross work-stream expertise within a development framework.

Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

Specific accountabilities of an individual will reflect the level (Analyst / Senior Analyst / Principal Analyst) of the individual, as well as the specialisation of his/her immediate work group (e.g. Data Management, Analytics & Modelling, or Analytical Insights Consultancy).

These accountabilities are presented in six tables, as follows:

- Table 1 contains generic accountabilities of analysts of all levels and specialisations
- Table 2 contains additional accountabilities of individuals with an Analytics & Modelling specialisation
- Table 3 contains additional accountabilities of individuals with an Analytical Insights Consultancy specialisation
- Table 4 contains additional accountabilities of individuals with a Data Management specialisation
- Table 5 contains additional accountabilities of Senior Analysts
- Table 6 contains additional accountabilities of Principal Analysts

TABLE 1: GENERIC ACCOUNTABILITIES

<i>Accountability Area</i>	<i>Description</i>
Communication	Explain one's own work in a way that is easy to understand Present one's own work to other analysts for their education and feedback
Delivery	Deliver what is expected, and where this becomes infeasible, renegotiate delivery expectations early
Teamwork	Work as a team, supporting other analysts to ensure they deliver what is expected of the team Contribute to the approaches used by the team, then use resultant standard approaches in preference to non-standard approaches in one's own work Support other analysts as required by checking their work and providing feedback
Continuous improvement	Strive to continually improve
Values	Behave consistently with TAS values: Courage, Aspiration, Professionalism and Integrity
General	Undertake other reasonable duties as required relating to the functions and responsibilities of the business unit and wider TAS Take responsibility for meeting our obligations in workplace health, safety and wellness by making sure your own actions keep self and others safe, healthy and well

TABLE 2: ANALYTICS & MODELLING ACCOUNTABILITIES

<i>Accountability Area</i>	<i>Description</i>
Link to research	Build on research to provide well researched analytical insights Keep up to date with developments in analytics, both in New Zealand and internationally
Analytical modelling	Develop advanced analytical models to produce statistical estimates and inferences that provide insights sought by, or of value to, the customer Publish evidence-based analytical outputs
Expert advice	Provide advice to other analysts on analytical techniques and use of analytics in reporting tools Develop design standards for reports that incorporate advanced analytics (e.g. Power BI), and train analysts who build reports in the correct application of these standards
Collaboration	Collaborate with Analytical Insights Consultancy specialists to define and deliver desired analytical insights that require use of advanced statistical models and analytics Agree data requirements with Data Management specialists

TABLE 3: ANALYTICAL INSIGHTS CONSULTANCY ACCOUNTABILITIES

<i>Accountability Area</i>	<i>Description</i>
Collaboration	To enable you to add value and gain the confidence of customers and TAS colleagues you support, build knowledge of the TAS business areas you are asked to support Collaborate with customers and non-technical TAS colleagues to identify and shape opportunities to add value through reporting and analytical insights Engage with Analytics & Modelling specialists to define and deliver desired analytical insights that require use of advanced statistical models and analytics Agree data requirements with Data Management specialists
Business Analysis	Use communication and problem-solving skills to specify and document business problems and processes in a way that supports analytical and data solutions where appropriate
Analysis and reporting	Undertake exploratory analysis to identify insights from patterns in data

	<p>Present quantitative information and analytical insights to a non-technical audience</p> <p>Produce standardised reusable outputs, and support colleagues and customers to use them, applying TAS design standards where appropriate</p>
Relationship Management	<p>Establish and maintain productive relationships to ensure you understand the stakeholder environment and requirements, enabling quality and appropriate analytical advice, support and reporting.</p> <p>Assist stakeholders / decision makers in their understanding and use of information and promote the appropriate and effective use of both quantitative and qualitative data to inform business decisions.</p> <p>Continually seek opportunities to improve customer collaboration, satisfaction and client relationships.</p> <p>Build effective relationships with key sector stakeholders through attendance and/or participation in discussion forums and conferences.</p> <p>Establish and maintain effective working relationships with key staff in TAS.</p>

TABLE 4: DATA MANAGEMENT ACCOUNTABILITIES

<i>Accountability Area</i>	<i>Description</i>
Asset management	<p>Plan how to grow the TAS data asset in response to:</p> <ul style="list-style-type: none"> • anticipated and current customer needs, and • your proactive identification of opportunities based on your knowledge of the data and the health system. <p>Develop relationships with data suppliers, and negotiate supply of data, including partnering expectations, MOUs, transfer mechanisms, etc. to grow the TAS data asset.</p>
Data development and management	<p>Land, stage, secure and test data in TAS data management systems.</p> <p>Develop data models that reflect the health system, and integrate data based on these models.</p>
Collaboration	<p>Support Analytical Insights Consultancy specialists and Analytics and Modelling specialists by creating data sets that efficiently enable them to produce reporting and insights that meet customer needs.</p>

	<p>Collaborate with TAS analysts responsible for Analytics & Modelling and Analytical Insights Consultancy to determine data set specifications.</p> <p>Provide documentation and training to other TAS analysts on the data sets you create.</p>
Relationship Management	<p>Establish and maintain productive relationships to ensure you understand the stakeholder environment and requirements, enabling quality and appropriate analytical advice, support and reporting.</p> <p>Assist stakeholders / decision makers in their understanding and use of information and promote the appropriate and effective use of both quantitative and qualitative data to inform business decisions.</p> <p>Continually seek opportunities to improve customer collaboration, satisfaction and client relationships.</p> <p>Build effective relationships with key sector stakeholders through attendance and/or participation in discussion forums and conferences.</p> <p>Establish and maintain effective working relationships with key staff in TAS.</p> <p>Establish and maintain effective working relationships externally with providers and key stakeholders ensuring a high customer satisfaction.</p>

TABLE 5: ADDITIONAL ACCOUNTABILITIES OF SENIOR ANALYSTS

<i>Accountability Area</i>	<i>Description</i>
Responsibility for delivery	Ensuring delivery of appropriate analytical input and outputs in area of responsibility
Developing others	Provide coaching, mentoring and training to other TAS analysts

TABLE 6: ADDITIONAL ACCOUNTABILITIES OF PRINCIPAL ANALYSTS

<i>Accountability Area</i>	<i>Description</i>
Leadership	<p>Lead inter-agency initiatives across the health sector, representing TAS well, and enhancing the reputation of TAS and relationships between TAS and key stakeholders</p> <p>Contribute to leadership of the centre of excellence as advisors, as role models, by championing TAS strategy, plans and values, and by assisting the Team Leaders to up-skill other analysts</p>
Specialist analytical work	Use specialist expertise to deliver exceptional quality, fit-for-purpose outputs that set the standard for TAS analysts

Person Specification

Education/qualifications

- Analysts will generally be expected to have a tertiary qualification containing significant analytical components relevant to the work of analysts at TAS.
- Analytics & Modelling specialists should have a significant tertiary qualification majoring in a discipline strongly related to statistical modelling, such as statistics, economics, operations research, epidemiology, or analytics.

Experience, skills and knowledge

- Although there is no minimum length of post-graduate work experience required to become an Analyst at TAS, relevant experience is desirable.
- Senior Analysts will have a minimum of four, and typically more, years' experience undertaking relevant work.
- Principal Analysts will have a minimum of four, and usually considerably more, years' experience operating at a senior level.
- **All TAS analysts** must have either the competence or demonstrate the ability to quickly develop the following skills and attributes:
 - Commitment to continuous improvement of self, the team, and TAS
 - A genuine commitment to providing quality service to all customers
 - Ability to produce charts and identify patterns in data
 - Aptitude for analytical concepts
 - Sufficient grasp of data and statistics to avoid misinterpreting data and one's own analytical outputs, and to ensure outputs are appropriately formatted and described
 - Knowledge and understanding of how and when data, analysis and reporting can and should be used to address business needs
 - Strong critical thinking and quantitative skills
 - Strong problem-solving skills
 - Ability to communicate clearly with other analysts
 - Good interpersonal skills with the ability to relate to a wide range of people with ability to clearly present information material
 - Sound judgement, discretion and proven ability to work under pressure
 - Ability to work unsupervised and as part of a team
 - Ability to inform the design of databases
 - High level of computer literacy
- **Analytics & Modelling** specialists should also possess either the competence or ability to quickly develop the following skills to a high level:
 - Ability to identify the appropriate analytical technique to apply to given type of problem
 - Ability to test results of applying any particular analytical technique, to determine goodness of fit of the technique, and limitations of any inferences that can be made from results
 - Ability to translate real word problems into mathematical models, solve the mathematical models, and interpret the implications of results for the real world

- Knowledge and understanding of the limitations of different statistical techniques
- Ability to appropriately use a range of multivariate techniques such as logistic regression, optimisation, GLM, and/or time series analysis
- Ability to use appropriate tools/applications/programming languages to produce analytical models and insights
- **Analytical Insights Consultancy** specialists should also possess either the competence or ability to quickly develop the following skills to a high level:
 - Ability to build relationships and partnerships, and understand customer needs
 - Ability to identify opportunities to add value through data and analysis
 - Ability to define the real business problem in a way that leads to the appropriate technical approach
 - Ability to communicate analytical questions and outputs to a non-technical audience with influence
 - Ability to use tools and design standards provided by TAS to construct user-friendly reports containing data and analytics
 - Sound judgement and discretion
- **Data Management** specialists should also possess either the competence or ability to quickly develop the following skills to a high level:
 - Ability to build relationships with data suppliers and other analysts
 - Ability to undertake ETL development tasks using standards, tools and processes in TAS
 - Ability to assess the implications of a given data model on the scope and quality of statistical information that might be produced from it
 - Ability to assess the implementation of a given data model to determine its performance, and whether this can be improved
 - Ability to test and document data sets and underlying ETL processes accurately
 - Ability to manage large and/or complex datasets
- In addition to the requirements for Analysts, **Senior Analysts** must also have mastered the relevant requirements for which Analysts must have aptitude, and must demonstrate strong customer focus and commitment to TAS.
- In addition to the requirements for Senior Analysts, **Principal Analysts** must also:
 - have developed exceptional expertise in at least one area of technical skill required by TAS ,
 - be routinely and proactively delivering significant high quality outputs that exceed customers' expectations with negligible need for supervision or correction, and
 - have contributed significantly to the development of other TAS analysts.

Core TAS Competencies

TAS has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus: Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs. • Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder. • Looks for ways to provide added value. • Proactively seeks customer/client feedback.
<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Actively listens and observes non-verbal cues to inform communication approach • Self-aware and approachable • Communicates in a professional manner with key stakeholders
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.</p>	<ul style="list-style-type: none"> • Works effectively as part of a diverse team. • Treats others with respect and dignity • Supports others in the team and has consideration for their needs and skills. • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.
<p>Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working. Shows a willingness to learn. • Looks to improve efficiency and quality of service of own role/area • Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
<p>Innovation: Identifies novel approaches for completing work more effectively or efficiently, and works within the "established" system to push for "a smarter, better way."</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate • Suggests new ways to improve the quality of products or services. • Identifies new ideas, solutions, or directions in dealing with daily situations.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Targets and achieves results, overcomes obstacles, accepts responsibility, • Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.
<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> • Provides work on time and to required standard. • Plans a wide range of simple tasks or a small number of complex ones. • Workload delivered within deadlines and to agreed standards.
<p>Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures. • Receptive and contributes to new ideas and approaches and adapts accordingly. • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the people leader of this Job and any changes will be discussed with the Job holder before being made. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

Agreed:

	<i>Employee</i>	<i>People Leader</i>
Signature		
Date		