

# Job Description

<b>Job title:</b>	<b>Team Leader Analytical Insights Consultancy</b>
<b>Date:</b>	November 2018
<b>Responsible to:</b>	Director Business Insights and Analytics
<b>Location:</b>	Wellington
<b>Job status:</b>	Permanent
<b>Direct reports:</b>	7-10
<b>Delegated Financial Authority: (If applicable)</b>	Tier 3 for staff expenses (No cost centre management)

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## 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

The purpose of this role is to lead a team of analysts to ensure the Analytical Insights Consultancy function within the centre of excellence is working efficiently and effectively, is continually improving, and is delivering value to customers and TAS.

The Team Leader Analytical Insights Consultancy will actively participate in the Business Insights and Analytics leadership team – contributing to strategies, plans, prioritisation and problem-solving, to ensure the centre is performing well and supporting the TAS 2020 vision.

The Team Leader Analytical Insights Consultancy is responsible for coordinating the framework across TAS for planning and allocating analytical resources to support national and regional plans, responsiveness to short-term priorities.

## Key Accountabilities

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

<i>Accountability Area</i>	<i>Description</i>
Leadership	<ul style="list-style-type: none"> <li>• Coordinate work of the Analytical Insights Consultancy team to ensure delivery of appropriate analytical input and outputs in area of responsibility</li> <li>• Lead, coach and mentor members of the Analytical Insights Consultancy team</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain productive relationships to ensure you understand the stakeholder environment, requirements and opportunities for enhancing value for TAS – particularly through growing and managing data effectively.</li> <li>• Establish and maintain effective working relationships internally and externally with customers and key stakeholders ensuring a high customer satisfaction.</li> <li>• 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.</li> <li>• Build effective relationships with key sector stakeholders through attendance and/or participation in discussion forums and conferences.</li> <li>• Establish and maintain effective working relationships with key staff in TAS.</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Collaborate with Services and Enterprise managers in developing business plans that may require analytical support/resources.</li> <li>• Coordinate the resultant planning and prioritisation of analyst resources to ensure they support these plans and are responsive to changing priorities as signalled by the Services and Enterprise managers responsible for the programmes that attract funding.</li> <li>• Collaborate with Analytics &amp; Modelling to define and deliver desired analytical insights that require the use of advanced statistical models and analytics, and to agree opportunities and design standards for interactive reports produced by TAS</li> <li>• Collaborate with Data Management to determine data-set specifications to meet the reporting needs of customers.</li> <li>• Collaborate with other members of the centre of excellence leadership team to ensure the centre is effective and continuously improving</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Explain the work of the Analytical Insights Consultancy team in a way that is easy to understand</li> <li>• Promote how TAS can add values to customers through Analytical Insights Consultancy, backed up by its Analytics &amp; Modelling and Data Management capability</li> </ul>
Analysis and reporting	<ul style="list-style-type: none"> <li>• 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</li> <li>• Undertake exploratory analysis to identify insights from patterns in data</li> <li>• Present quantitative information and analytical insights to a non-technical audience</li> </ul>

	<ul style="list-style-type: none"> <li>• Produce standardised reusable outputs, and support colleagues and customers to use them, applying TAS design standards where appropriate</li> </ul>
Delivery	<ul style="list-style-type: none"> <li>• Deliver what is expected, and where this becomes infeasible, renegotiate delivery expectations early</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Work as a team, supporting analysts to ensure they deliver what is expected of the team</li> <li>• Contribute to the approaches used by the team, then use resultant standard approaches in preference to non-standard approaches in one's own work</li> <li>• Support analysts as required by checking their work, providing feedback, and encouraging effective teamwork</li> </ul>
Values	<ul style="list-style-type: none"> <li>• Behave consistently with TAS values: Courage, Aspiration, Professionalism and Integrity</li> <li>• Strive to continually improve, and challenge others to do so too</li> </ul>
General	<ul style="list-style-type: none"> <li>• Undertake other reasonable duties as required relating to the functions and responsibilities of the business unit and wider TAS</li> <li>• 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</li> </ul>

## Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

<i>Who</i>	<i>For what purpose</i>
Insights and Analytics leadership team	<ul style="list-style-type: none"> <li>• Work collaboratively with senior leaders to keep abreast of TAS business initiatives across the organisation to understand opportunities, risks and priorities.</li> <li>• Develop and implement work planning, review and continuous improvement.</li> <li>• Work collaboratively to provide integrated, joined-up advice and support to customers and stakeholders.</li> </ul>
TAS Analysts	<ul style="list-style-type: none"> <li>• Lead and model organisational values in all interactions.</li> <li>• Build motivation, unity, commitment, skills and productivity of direct reports</li> </ul>
Services and Enterprise managers	<ul style="list-style-type: none"> <li>• Collaborate with Services and Enterprise managers in developing business plans that may require analytical support/resources.</li> <li>• Coordinate the resultant planning and prioritisation of analyst resources to ensure they support these plans and are responsive to changing priorities as signalled by the Services and Enterprise managers responsible for the programmes that attract funding.</li> <li>• Take a customer focussed approach to ensure the Analytical Insights Consultancy function is meeting the needs of the TAS programmes it is supporting</li> </ul>
External stakeholders and counterparts across the Social Sector	<ul style="list-style-type: none"> <li>• Proactively build peer relationships and networks that maximise business value add and enhance growth opportunities.</li> <li>• Manage relationships in a manner the represents TAS values and commitment to excellence.</li> <li>• Consult and/or inform on requirements, approach and programme activities and deliver the outcomes required.</li> <li>• Keep abreast with the changes in the sector to understand and assess the impact for the Programme.</li> <li>• Promote the value of and uses for analytical insights and reporting, including business development opportunities for TAS.</li> <li>• Work in partnership to develop and deliver solutions.</li> </ul>

## Person Specification

### Education/qualifications

- A tertiary qualification containing significant analytical components relevant to the work of analysts at TAS.

### Experience, skills and knowledge

- A minimum of four – and preferably more – years’ experience undertaking relevant work, demonstrating:

#### TECHNICAL SKILLS

- Aptitude for analytical concepts
- Ability to produce charts and identify patterns in data
- 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
- 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
- Ability to coordinate a complex work programme with competing demands from different customers for limited resources
- Ability to maintain and preserve the highest level of confidentiality of private and sensitive information

#### GENERAL SKILLS

- Commitment to continuous improvement of self, the team, and TAS
- A genuine commitment to providing quality service to all customers
- Strong problem-solving skills
- Excellent written and oral communication skills, particularly the ability to communicate clearly and concisely to both technical and non-technical audiences
- Sound judgement, discretion and proven ability to work under pressure
- Ability to build relationships and partnerships, and understand customer needs
- Ability to respond to new demands and develop ideas quickly and work productively in a rapidly changing environment
- Highly organised, disciplined and adaptable in complex environments
- Ability to manage and facilitate change
- Ability to understand and apply company policies effectively
- Is comfortable working in an environment of analytical uncertainty and ambiguity

### Leadership Core Competencies

<i>Competency Area</i>	<i>Description</i>
<b>Strategic Leadership</b>	<ul style="list-style-type: none"> <li>• Understands the Health sector operating environment, its policies, practices and technology and is able to tailor services to optimise value add and identify future opportunities</li> <li>• Clear and logical thinker who is able to think outside the box/take calculated risks</li> <li>• Methodical and analytical problem solver</li> <li>• Courageous and proactive contributor to organisational planning and development</li> </ul>
<b>Results driven</b>	<ul style="list-style-type: none"> <li>• Able to prioritise and focus on what's important and needs doing rather than 'noise'</li> <li>• Keeps the needs of the customer front and centre to deliver what they need, how they need it, when they need it</li> <li>• Effectively links people capability and processes to ensure continuous improvement that promotes excellence</li> <li>• Sets goals, objectives and measures for individuals and team to that ensure the effective and efficient achievement of work</li> </ul>

<b>Achievement Focussed</b>	<ul style="list-style-type: none"> <li>• Energetic and passionate about achieving their own and the organisations Vision and Purpose</li> <li>• Is committed to growing their own skills and knowledge and that of their team members</li> <li>• Focussed on consistently exceeding personal and team objectives and outcomes</li> <li>• Deals constructively and in a timely manner with any problems or people issues</li> </ul>
<b>Effective Communicator</b>	<ul style="list-style-type: none"> <li>• Able to communicate the organisation’s Vision and Purpose with passion and urgency</li> <li>• Relates well to a diverse range of people across all organisational levels</li> <li>• Actively listens and observes non-verbal cues to inform communication approach</li> <li>• Self-aware and approachable</li> </ul>
<b>Politically Astute</b>	<ul style="list-style-type: none"> <li>• Accepts politics are a part of every organisation and is able to navigate them constructively and sensitively</li> <li>• Able to adapt approach to ensure they achieve the best outcome for the audience and situation</li> <li>• Astute and sensitive written and verbal communicator</li> </ul>
<b>Change Facilitator</b>	<ul style="list-style-type: none"> <li>• Optimistic and responsive about opportunities to change,</li> <li>• Able to motivate and support others through change</li> <li>• Is able to adapt own approach and teams to effect change</li> <li>• Not afraid to ask ‘why’</li> </ul>

## 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 manager 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.

<b>Agreed:</b>	
_____	_____
People Leader	Date
_____	_____
Employee	Date