



	POSITION TITLE	Business Intelligence Analyst		
	DIRECTORATE	Digital Enablement	DEPARTMENT	Business Intelligence
	REPORTING TO	Business Intelligence Team Leader		

PURPOSE OF THE POSITION

- To undertake critical business intelligence analysis including ad-hoc and regular monitoring and reporting.
- Provide performance and quality information and analysis to aid the Hawke’s Bay health sectors strategic and operational decision making processes including strategic planning, benchmarking, process improvement and utilisation review.
- Support the Population Health function provide analysis and interpretation of data.
- Support the delivery of relevant KPIs, including MOH targets, internal targets, quality and safety indicators, service plan and project KPIs, population health indicators and other HB health sector measures.
- Develop and maintain a thorough understanding of the information systems, universes and data repositories used for reporting.
- Monitor data for errors and integrity issues.
- Champion the presentation of data analytics.
- Understand the information requirements of users, working with Information Services and system users to enable reporting.
- To recognise and support the delivery of the Hawke’s Bay health sector vision.

KEY DELIVERABLES

CHAMPION DATA ANALYSIS

Tasks (how it is achieved):

- Champions the presentation of data analytics.
- Gains a thorough understanding of all required data sources, repositories and systems.
- Acts as an expert across the HB health sector in the area of analysis, benchmarking and information insights.
- Maintains and provides expertise in the required areas of data capture, reporting and analysis.
- Champions best practice and is visible in the business.

How it will be measured (KPI):

- The Hawke’s Bay health sector is provided with timely, accurate, high value information, indicators, benchmarking and analysis.
- Positive feedback from key partners.
- Information is turned into insight and is understood by the audience.

RELATIONSHIP MANAGEMENT

Tasks (how it is achieved):

- Works with internal and external customers to develop reports, measurement systems and provide analysis.
- Establishes strong relationships with internal and other health service teams to gain an understanding of their strategies, objectives and operational functions.
- Establishes strategic partnerships with key stakeholders to enable efficient and effective knowledge delivery.
- Is accountable and responsive to internal and external customers and demonstrate an understanding of continuous quality improvement.
- Works in partnership with team members to deliver integrated and effective outputs.

How it will be measured (KPI):

- Demonstrates a commitment to customer service and continuous quality improvement of information, through interaction with all customers.
- Effective management of customers and situations.
- Customer Satisfaction Survey.
- Positive feedback from key customers.

ANALYSIS, INTERPRETATION AND REPORTING**Tasks (how it is achieved):**

- Participates in team workload planning to utilise a skill based approach to task delivery.
- Supports the development of reporting frameworks and provides accurate and timely analysis including, but not limited to:
 - Annual Plan and Ministry of Health indicators
 - Quality performance and risk indicators and monitoring
 - Operational performance indicators and service monitoring
 - Population Health and Public Health indicators and monitoring
 - Projects and programmes of work
 - Clinical and Service plans
 - Strategic programmes of work e.g. Transform and Sustain
 - Quality Accounts
 - Inequity report
 - Operation Centre analysis e.g. CapPlan, VRM, Hospital at a Glance, Trendcare.
- Extracts data and provides analysis from various sources including, but not limited to:
 - All HBDHB information systems
 - Data warehouse / Universes
 - Ministry of Health datasets
 - Health Quality & Safety Commission
 - Primary Care and PHO
 - Benchmarking frameworks e.g. Health Round Table, Hospital Quality and productivity
 - Operational and Forecasting tools e.g. CapPlan, Trendcare, VRM
 - External providers, other DHBs, NGOs and intersectoral partners
 - Unstructured data sources
 - Department of Statistics datasets
 - Audits
- Provides timely and accurate reporting and analysis on a regular and ad-hoc basis by:
 - interpreting correctly the customer's requirements and timelines
 - using Business Intelligence tools as appropriate e.g. Business Objects, Tableau
 - extracting data from the data warehouse and other appropriate source systems and repositories
 - manipulating data – querying raw data, understanding criteria and providing robust analysis.
 - using statistical methods as required
 - investigating and highlighting data issues and anomalies to ensure accurate, high quality reporting.
 - reviewing analysis to ensure accuracy.
 - understanding analysis and results and interpreting and presenting in a meaningful way.

	<ul style="list-style-type: none"> • Manages the inclusion of relevant systems and data sources into the data warehouse reporting environment and work with the Information and Health Services teams to develop good processes. • Provides data when required to external repositories and benchmarking frameworks. • Supports and develops reporting that integrates primary and secondary care. • Develops and maintains interactive dashboards for the services to access their regular reporting. Supports the development of a portal for users to gain access to their reporting on demand. • Provides robust analysis and interpretation of information and data to the support the Population Health Intelligence function including public health surveillance. • Integrates data sources and reports for the purpose of bringing information together to make monitoring easier for the user. • Champions the development of meaningful Key Performance Indicators. <p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> • Analysis and Reporting meet the information requirements of Business Intelligence customers. • Timeframes are met. • Reporting and monitoring frameworks are in place. • All non-financial reports are produced in the Business Intelligence environment, ensuring a consistent and integrated approach to reporting. • Information is turned into insight and is understood by the audience. • Reporting and Analysis is accurate and of a high quality. • Customers know where to access their information. • Where possible, the data warehouse is the single source of information. • The Business Intelligence team combined maintain a good knowledge of source systems and data sources. 	
<p>HEALTH & SAFETY RESPONSIBILITIES</p>	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Takes reasonable care of your own health and safety • Ensures that your actions or omissions, do not adversely affect the health and safety of other persons • Complies with reasonable instructions given by HBDHB • Co-operates with health and safety policies or procedures 	
<p>KEY WORKING RELATIONSHIPS</p>	<p>INTERNAL</p> <ul style="list-style-type: none"> • HBDHB Employees • Business Intelligence • Finance Director • Head of Build and Business Intelligence • Chief Information Officer • Information Services • Information Services Governance Group • Planning, Informatics and Finance • Strategic Services • Quality Improvement & Patient Safety team • Chief Operating Officer & Health Services team • Population Health and Public Health Team • Executive Management Team • Clinical Council • Consumer Council • Maori Relationship Board 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Health HB PHO, GPs & all Primary Care • Community Services • Other Healthcare providers, primary, secondary, tertiary and non-government organisations • Central Region Program of work • Government Agencies • Ministry of Health and Directorates • Vendors and suppliers • District Health Boards • Regional Infrastructure Group • Health Quality and Safety Commission • Inter-sectoral Partners • Analytical partners and Vendors • Benchmarking organisations
<p>HOURS OF WORK</p>	<p>80 hours per fortnight</p>	
<p>EMPLOYMENT AGREEMENT & SALARY</p>	<p>As per the Individual Employment Agreement (IEA) negotiated with the appointee.</p>	
<p>DATE</p>	<p>February 2020</p>	

ESSENTIAL CRITERIA

Qualifications

- Tertiary qualification (or working towards) in a relevant field, or equivalent work experience.

Experience

- Knowledge and demonstrated technical skills in data analysis and statistics. An advanced understanding of how information is analysed to provide intelligence.
- Excellent numeric and analytical skills.
- Well developed and effective communication skills, both written and verbal.
- Interpretation skills. Ability to understand and interpret financial and non-financial information.
- Planning and service delivery skills.
- Customer service skills.
- Good team work ethic including the skills to work collaboratively with a variety of diverse agencies and people.
- Attention to detail and quality assurance skills.
- Self-managing with initiative.
- Skills to proactively share expertise.

Business / Technical Skills

- At least 2 years' experience working as an analyst or in a performance reporting role is essential.
- Demonstrated experience dealing with customers and providing quality service.
- An excellent understanding of how information is captured, stored and analysed to provide intelligence.
- An excellent understanding of data management processes and information flows.
- Advanced knowledge of Access, Business Objects or other data querying tools.
- Intermediate or advanced Microsoft Excel experience.
- Proven ability to interrogate databases and transform data into meaningful insight.
- Experience resolving data quality issues to improve data integrity.
- Experience report writing and turning information into meaningful insight.
- Statistical experience.
- Experience analysing data and presenting results to a variety of audiences (technical and non-technical).
- Demonstrates experience working collaboratively and proactively to achieve organisational goals.

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local Tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Demonstrates ability to apply the Treaty of Waitangi within the Service.



Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT
Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT
Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP
Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE
Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

