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| Position Description | |
| 1. **Position title:** | 1. Head of Business Intelligence |
| 1. **Support Function:** | 1. Technology & Innovation |
| 1. **Location:** | 1. Plunket Support Office, Wellington |
| 1. **Reports to:** | 1. Chief Technology & Innovation Officer |
| 1. **Last review date:** | 1. October 2017 |

*“In the first 1000 days we make the difference of a lifetime”*

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| Overview of the Support Function |

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

Our functional teams at Plunket’s Support Office contribute to achieving this strategy by providing customer-centric services, which help Plunket to: better understand and measure its performance; strengthen stakeholder relationships; secure and diversify revenue sources; manage and leverage its resources; collect and use information to inform decisions; and to attract, develop and retain our paid and unpaid people.

Our Technology & Innovation function (T&I) partners with our customers to develop fit-for-purpose technologies and information systems that enable, support and enhance innovation and excellent service delivery. We do this by:

* helping all Plunket People to do their jobs effectively through the use of technology;
* enabling Plunket’s decision making to be fueled by information, knowledge and insights; and
* facilitating and fostering innovation within Plunket

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| Purpose of position |

* To support all business functions, and clinical operations in particular, in strategic and operational decision making and reporting.
* Assists Plunket business people in answering the questions “what is happening? why is it happening? and what will happen next?” through information and data management, tools, design, and business and technical capability building.

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| Dimensions of the position |

**Responsible to:** Chief Technology & Innovation Officer

**Responsible for:** Team size: 3 (initially)

**Delegations:**The position’s full delegations are set out in the Schedule of Delegations and may be amended from time to time.

**Functional relationships:** *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

**Internal:**

* Chief Technology & Innovation Officer
* All other members of the Plunket Connect leadership team
* Stakeholders including: Heads of business units, Clinical Service Managers and Clinical Leaders across Plunket.

**External:**

* Vendors
* Plunket partners
* Plunket allies
* Ministry of Health
* Stakeholder representatives

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| Key accountabilities  (Some will be unique to the position; others will be common across the organisation and level within the organisation.) |

**Business as Usual**

* Plunket develops an “information culture” whereby business decisions and planning are supported by trusted information
  + Selling the vision of a business that “competes” or succeeds based on the value and exploitation of its information assets
  + Business managers and executives are satisfied their reporting and analytics needs are being met in a timely way
  + Guiding the evolution of the business intelligence team based on business requirements
* Accurate, timely reporting and insights provided to users with increasing sophistication and value over time
  + Users are mentored in business use of the available tools
* Plunket’s data warehouse or operational data store is a well-managed well (core source) of trusted data.
* Master data management including semantic layer management, and eventually, inclusion of external data and “big” data.
* Plunket’s semi-structured business information is designed and managed as a coherent structure, and the intranet is scalable and sustainable as a result.
* A data/information/business intelligence (tba) governance group is set up and supported in its running and duties, as overseen by the CIO.
  + Data governance disciplines are seeded and maturing in the organisation.
  + A business intelligence strategy and maturity plan, including governance and management of information, is created, socialised, and used to monitor progress

**Leadership**

* Live Plunket’s values of Trust, Quality, Inclusiveness and Commitment
* Participate as T&I representative on working groups and projects as appropriate Work collaboratively and Grow capability
* Work across the T&I team, contributing to the team goals and assisting others to meet the teams goals Inspire your team, your peers, the Plunket connect team and the Plunket organisations
* Think commercially – make decisions based on an understanding of benefits, costs, and risks to and of achieving those benefits
* Demonstrate organisational leadership by being a positive agent of change, actively embracing One Plunket principles and role modelling the desired culture and ways of working.

**Relationship Management**

* Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
* Partner with other members of People Services, and the wider T&I team to ensure frameworks, policies and tools are seamlessly integrated into other key processes
* Partner with Finance and business managers to support business planning and budgeting processes.
* Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others
* Quickly establish credibility and working relationships to be an effective coach of managers
* Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focused
* Seek feedback about the service they provide and self-reflect on ways to improve.

**Health & Safety**

* Ensure the workplace is healthy and safe for staff and visitors
* Actively lead and promote Plunket health and safety policies and procedures
* Ensure national policies, processes and guidelines are adhered to

**Position description and scope of duties**

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket’s Performance and development programmes.

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| Person Specification |

**Knowledge, Skills and Experience (including Technical Competencies)**

**Qualifications**

* Tertiary qualification(s) in relevant discipline(s) and/or similar experience

**Skills & experience**

* 10 years + experience in delivering at a high level in the digital space
* Proven leadership skills in a technical team
* Experience in developing and delivering digital strategies
* Knowledge of digital trends and technologies
* Experience in business intelligence within the health and/or social care service delivery sectors (preferred)
* Experienced in information architecture and data architecture.
* Experienced in data warehousing and business intelligence strategies, architectures, designs and tools
* Experienced in data preparation (sourcing, acquisition, integration) technologies
* Experienced in reporting, analytics and data exploration.
* Experienced in the Microsoft BI toolset, including SQL servicer, SSIS, SSRS, and CRM Online (Dynamics) (preferred)
* Experienced in Information delivery (portals, mobile).
* BI Competency Center or Center of Excellence (BICC, BICOE).
* Awareness of and interest in new and emerging Business Intelligence technologies, including Big Data
* A mix of analytical ability and creativity
* Skilled at creating clear documentation – for technical, non-technical and management audiences.
* People smarts, and an ability to work with a wide variety of individuals in a supportive and respectful way
* Excellent relationship skills

**Competencies**

**ACE-Ability**

Plunket’s behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

***Adaptability***

**Thinking**

* Is comfortable with complexity - understands alternative worldviews
* Can see beyond face value to identify new, sustainable opportunities
* Keeps perspective and is pragmatic and solutions focused
* Able to accept and work with ambiguity and change

**Interpersonal**

* Is committed and capable of expanding professional/social networks
* Is strong enough to confront and deal with difficult people/issues
* A self-starter who can support and motivate key managers and staff

***Connection to Plunket’s Direction***

* Has a high level of energy and commitment to achieving Plunket’s vision
* Has a broad range of engagement
* Is committed to adapting and improving their own practice
* Is committed to growing the business and developing relationships

***Emotional Maturity***

* Is non-reactive and objective and maintains a high level of integrity
* Understands the degree of influence in their role
* Understands own limitations