

Position Description

Position title:	Business Intelligence Developer
Support Function:	Technology & Innovation
Location:	Plunket Support Office, Wellington
Reports to:	Head of Business Intelligence

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

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 fuelled by information, knowledge and insights; and
- facilitating and fostering innovation within Plunket.

Purpose of position

- To continuously improve and deliver a data warehouse solution that best suites Plunket’s needs
- To support the delivery of the digital strategy through data management and integration, understanding requirements and expected outcomes
- To work alongside the Digital team and Solution Architects to represent business information and reporting requirements and deliver expected outcomes and benefits
- To ensure that solutions fit with agreed architectures and are therefore supportable and usable through their lifecycle
- To apply care and thought to the design of solutions so that the outcomes are smart

Dimensions of the position

Responsible to:	Head of Business Intelligence
Responsible for:	Nil
Delegations:	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
Functional relationships:	<p><i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:</i></p> <p>Internal:</p> <ul style="list-style-type: none">• Applications and web tester• Architecture team• Digital team Head of ICT Operations• All operations teams delivering Plunket Services• Project and product owners• Plunket managers and staff <p>External:</p> <ul style="list-style-type: none">• Vendors• Plunket partners• Plunket allies

Key accountabilities

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

Business as Usual:

- Develop key data load scripts and integration functionality and manage data loads from various sources
- Integrate data flows between various systems
- Highlight opportunities and propose improvements
- Help manage data integrity
- Support the delivery of the Plunket digital roadmap through data management and integration; understanding requirements and expected outcomes
- Build reports and dashboards, automate scripts and manage activities to support business requirements
- Manage and deliver data requests including extraction of lists, running and monitoring queries at regular intervals; while automating repeat tasks where appropriate

- Develop a deep understanding of Plunket's data and how it can be used to answer questions and solve business problems, and how it can support delivery of digital solutions
- Develop an understanding of Plunket's business processes and how data can be used to improve processes, and how processes can be improved to improve the data

Leadership:

- Participate as T&I representative on working groups and projects as appropriate
- Work across the T&I team, contributing to the team goals and assisting others to meet the team's goals
- 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.
- Partner with Plunket's operations teams, helping to deliver Plunket's full range of services to children and whanau
- 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.

Person Specification

Knowledge, Skills and Experience (including Technical Competencies)

Background / Experience

Essential

- Tertiary qualification(s) in relevant discipline(s) and/ or previous experience as a Business Intelligence Analyst or developer
- Demonstrable experience with using data modelling techniques, using MS SQL Server with normal form and dimensional modelling
- Demonstrable experience in analysing data and interpreting it in order to advance the business interests and contracting obligations of an organisation
- Excellent planning and organising abilities
- Understand how data collection software programmes operate for reliable information gathering, testing, analysis and presentation
- Excellent customer service skills and focus, including the ability to communicate effectively by phone/email and ability to manage stakeholder expectations.
- Experience using analytical and/or reporting skills in any industry, including the use of any BI tool

Preferred

- Experience in the analysis and reporting of, ideally, health and client information
- Experience with database administration of MS SQL Server
- Experience in MS Dynamics CRM
- Respect of the obligations that Plunket has to the Treaty of Waitangi and that that means to the Plunket partnership and Māori health
- Appreciate the unique differences in primary health care data analysis and demonstrate an understanding of non - profit organisations

Skills

Essential

- Strong knowledge of computing, especially Microsoft Windows and Office.
- High degree of expertise in the use and management of MS SQL Server
- Excellent knowledge of SQL data warehouses (preferably including SSRS, SSIS)
- Proven skills in producing reports and experience with SQL & DAX
- Understanding of reporting tools such as SSRS, Power BI, Tableau

- Well-developed interpersonal and communication skills and able to work effectively with internal stakeholders in particular
- Able to talk about technical issues in a way non-technical people can understand
- Able to apply a customer service approach to information requests and work in a collaborative and consultative way with all Plunket staff
- Able to present information within the context of the health sector and tailor presentation style and content to meet end user needs and requirements
- Able to organise and prioritise tasks efficiently.
- A quick learner who enjoys projects with variety and the challenge of juggling multiple priorities

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