

Job Title:	Data Technical Lead
Function:	Data and Insights
Reports to:	Head of Data and Insights
Last review date:	July 2024

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Data and Insights function

The Data and Insights team is part of the Performance, Risk and Governance Group. Data and Insights works across Whānau Āwhina Plunket to deliver data, information and actionable insights to all levels of the organisation. The Data and Insights team ensure that information provided is timely, accurate and meets the needs of stakeholders both within the organisation and in the wider Health sector.

The Data and Insights team work to:

- Ensure that there is good data governance across relevant data
- Understand the work that the business units do, to proactively help them understand the data and provide insights based on the data
- Increase the capability of Whānau Āwhina Plunket’s people to use and analyse data on their own
- Produce high quality data sets, data products, information products, reports and dashboards
- Provide insights into our clients and our organisational performance
- Create and manage relevant data repositories and tool sets.

Purpose of the Position

The Data Technical Lead will act as a technical expert to champion business-to-data process design with a strong focus on data engineering and is a major contributor to the organisations analytics platform data architecture. This will include review, analysis and optimisation of data outputs, guiding the team on technical, end-to-end development of the data outputs. The Data Technical Lead will be involved in the hands-on technical development, but the Head of Data and Insights will ensure that day-to-day operations are running efficiently.

The Data Technical Lead will also be responsible for the cloud platform administration to ensure processes and pipelines are optimised on performance and cost. They will also maintain and continuously improve automated reporting processes. Though the reporting process will be largely automated it is expected that the Data Technical Lead will collaborate with business leaders to ensure that insights and narratives are delivered on a timely basis.

In the short to medium term, particularly as we expand the data capabilities of the organisation and embed the Digital, Data and Technology Strategy, this role will be responsible for ensuring migration from on-premise to cloud-based runs smoothly from a technical perspective.

This role will give thought leadership and technical support, alongside the Head of Data and Insights, to ensure we are expanding the breadth of our data capabilities to ensure we are able to meet the objectives and goals centred around data infrastructure, which is foundational to successful delivery of the other strategic objectives, such as advanced analytics and AI.

Key Dimensions of the Position

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:

- Regional Operations Managers
- Corporate Services “Head of” and managers
- Partnerships and Community Development Managers
- Community Services Team Leader
- Clinical Services Managers
- Clinical Leaders
- Product Owners
- Analysts through the organisation
- ICT Operations
- Digital and Improvements

External:

- Provide technical support and delivery from external parties on an as-needed basis
- Vendors
- Plunket partners/allies

Key accountabilities

Responsibilities:

Innovation, maintenance, and improvements of the Data Infrastructure

- Lead and design Data & Insights data architecture to ensure that it is robust, interoperable and is flexible for the changing needs of the organisation
- Development of new extract, transform and load (ETL) processes, tools and code
- Product ownership of automated reporting processes, which includes management of existing automation processes and development of new automation projects.
- Assess and maintain data integrity in data warehouses and data lakes.
- Design and implement best practice data warehousing/data lake methodologies and structures.
- Maintain knowledge and expertise in best practice in data technological advancements
- Documentation of data architecture, information architecture and systems architecture.
- Lead, manage, and deliver data requests including extraction of lists, running and monitoring of queries at regular intervals, while automating repetitive tasks where appropriate.
- Integrate data flows between various systems.
- Highlight data opportunities and provide recommendations on improvements to Digital, Data and Technology leadership.
- Being responsive to the operational needs of Whānau Āwhina Plunket, completing tasks both strategically and reactively.
- Coordinate with Digital & Improvement, ICTops and wider business to respond to technical outages and provide coordination support to resolve issues

Stakeholder Partnerships:

- Partner with internal customers and stakeholders to understand the data and insights needs of their business; developing strategies and solutions to support them in the achievement of the operational objectives.

- Mentor and influence key internal stakeholders in the proper use of the available tools to increase Plunket's overall capability in the use of data to make operational decisions and gain insights.
- Work with other members of the Data & Insights Digital team and ICT operations to ensure frameworks, policies and tools are seamlessly integrated into other key processes.
- 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.
- Be 'customer centric' in approach and own the relationship with designated business units to act as a single point of contact for Data and Insights.
- Quickly establish credibility and working relationships to be an effective partner for leaders.

General duties:

- Build reports and dashboards and automate scripts to support business requirements.
- Stewardship, maintenance and improvement of existing ETL processes, tools and code and ensuring any errors or issues are addressed in a timely manner.
- Lead administration and governance of data platforms across Data & Insights.

Leadership

- Mentoring of the wider data and insights team to grow and develop their technical skillset.
- Leading and providing peer review and quality assurance for Data and Insights team members' work.
- Participate as the Data and Insights representative on working groups and projects as needed.
- Demonstrate organisational leadership by being a positive agent of change, actively embracing the Plunket principles and role modelling desired culture and ways of working.
- 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.

Health & Safety

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Understand the responsibility individuals and their manager play in health and safety
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report all incidents, accidents, and near misses in accordance with policy

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

Qualifications and Background

The role will ideally possess the following technical skills/knowledge and personal attributes:

- A bachelor's degree in Computer science, Mathematics, Statistics or other relevant field.

Experience

- At least seven years' experience in an enterprise data environment.
- Expertise in conceptual and logical data modelling methodologies
- Proven experience in enterprise data engineering pipelines.
- Expertise in SQL data warehouse technologies (such as SSRS, SSIS, with an added advantage of exposure to DataBricks and Snowflake).
- Highly versed in SSIS, Python, Git and PowerBI – knowledge in Bash, C++, JavaScript, R and NodeJS an advantage.
- Proficient in reporting tools (ideally Power BI).
- Knowledge of data warehouse modelling techniques (dimensional/Kimball modelling, data vault star schema).
- Expertise in software development lifecycle and its implementation.
- Experience working in an agile manner, completing tasks both strategically and reactively based on need from the organisation.
- Expertise in modern software delivery practices, including test automation and delivery pipelines.
- Expertise in the development of Data Warehouses, Data Products, Reports, Dashboards, and data self-service capabilities.
- Expertise in data extraction and transformation (ETL and ELT) techniques.
- Experience in visual studio with Azure Dev Ops.

Skills

- Proven experience in leading technical projects and delivery.
- Proven skills in SQL query writing.
- Strong problem-solving skills and ability to work in a collaborative team environment.
- Excellent ability to communicate effectively in person, remotely, and in written form.
- Manage time, priorities and responsibilities for self and others.
- Well-developed interpersonal skills and is an effective communicator who is able to work effectively with internal stakeholders.
- Ability to coach and mentor technical and non-technical people in using and understanding data.

- Apply a customer service approach to information requests and work in a collaborative and consultative way with all stakeholders.
- Able to work in an agile manner and able to multi-task.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role title

Date

Manager role

Date