

Whakaaturanga Mahi – Job description

Job details	
Job title:	Performance Insights Analyst
Reports to:	Delivery Manager, Innovation & Technology
Direct reports:	nil
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Business Systems Analyst (Data) Executive Leadership Team Finance team All Enable New Zealand Limited people leaders and staff
<i>External:</i>	Data platform implementation and support partner Funding agencies
Location:	Palmerston North

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

The team at Enable New Zealand are united behind a shared vision, to work towards a non-disabling Aotearoa where there are no barriers to living your best life. We are New Zealand’s largest provider of disability and rehabilitation equipment, issuing equipment on behalf of ACC and Disability Support Services (part of the Ministry of Social Development).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

The Performance Insights Analyst enables the efficient operation of Enable New Zealand’s business through the provision of accurate and timely insights and reporting for internal staff and external funding agencies.



Working closely with all areas of the business to understand Enable New Zealand’s data model, the Performance Insights Analyst roles ensures the development of data requirements, analysis and reporting that support a value-based service model.

The role will develop data models and reports using BI and data visualisation tools and will analyse and interpret data and trends to support managers and stakeholders to clearly see key outcome-based performance measures across different contracts, disability segments, target populations, geographic regions, time series with capability to drill down to underlying data. This role will also assist the organisation to offer personalised data-driven customer services in the future.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<p>Work with stakeholders to ensure data requirements are well understood to support outcomes analysis and reporting requirements.</p>	<ul style="list-style-type: none"> • Work with service managers to understand their business requirements and the capability of current processes and systems to support outcome and value-based reporting. • Understand the government policy and departmental initiatives impacting the commissioning and delivery of disability services, particularly changes to funding models • Support development of the data platform, defining data sources and requirements that support efficient and effective reporting. • Work with external stakeholders on shared and common data and reporting needs. • Keep up to date with national and international disability coding and classification systems including WHO ICF, ISO 9999. • Keep abreast of national and international disability organisations reporting and information services to ensure Enable New Zealand is informed and aligned with the wider Disability sector.
<p>Support the efficient and effective operation of Enable New Zealand’s business</p>	<ul style="list-style-type: none"> • Collect, transform and publish data as necessary to support financial and operational business processes • Advise and support operational team members to improve data quality and governance to improve automation of reporting, insights and downstream operational processes
<p>Provide in depth reporting and analysis of organisational performance using ETL, BI and visualisation tools.</p>	<ul style="list-style-type: none"> • Provide data engineering leadership to the implementation and rollout of the data platform, consolidating and automating data extraction and transformation processes. • Create specific queries and data models for bespoke reports and insights as required. • Develop a reporting framework that provides useful, meaningful, reliable and timely information for managers to ensure they understand their key result areas and the impact on disabled people’s outcomes, including KPI dashboards,

Key objectives	Responsibilities
	online contract reporting and published information for the wider community.
Support Strategic and Annual Planning	<ul style="list-style-type: none"> • Develop models that support forecasting and what if scenarios • Build links with financial planning models to ensure alignment
Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation	<ul style="list-style-type: none"> • Is familiar with all policies and procedures as they affect the work environment. • Ensure that safe working procedures are practised, and no person is endangered through action or inaction. • Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. • Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand’s incident reporting system. • Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	<ul style="list-style-type: none"> • Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

- Tertiary qualification in Computer Science, Software Engineering, Information Systems or a related field
- Experience working at a senior level providing in depth analysis, KPI reporting and advice tailored to the audience
- 5+ years’ experience working in a data warehouse environment including data extraction, transformation, loading, reporting and analysis, ideally with Microsoft Cloud technologies (Data Lake, Fabric etc)
- Experience in identifying business and data requirements and facilitating meetings to identify requirements
- Significant experience of the Microsoft Office Suite of products
- Experience with Microsoft Finance and Operations ERP is beneficial, or experience with other similar financial/ERP systems

Skills and Attributes

- Advanced knowledge of SQL, Excel, Power BI
- Strong technical and analytical skills
- Excellent attention to detail and work management skills
- Gets work done using both formal channels and informal networks
- Excellent communication and interpersonal skills – able to liaise with staff at all levels in the organisation
- Demonstrated ability to work alongside others in a collaborative way and to vary style to fit the circumstances and achieve the desired outcome
- Takes an organisation-wide view and works across teams as appropriate to maximise organisational synergy
- Ability to interpret and translate complex information into simple language that can be easily understood
- Ability to produce results in a tight timeframe
- Ability to manage conflicting demands and changing priorities
- Is adaptive, flexible and takes a positive attitude to change

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the People and Culture team.