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| <b>Position Title:</b> Business Intelligence Professional                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Entity:</b> Independent Living Assessment Inc (iLA) |
| <b>Reports to:</b> Data Strategy Lead                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>No of Direct Reports:</b> 0                         |
| <b>Industrial Instrument / Job Level:</b> Common Law Contract - Tier Professional                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Primary Location:</b> East Perth                    |
| <b>Position Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                        |
| <p><b>Primary Purpose</b></p> <p>The Business Intelligence (BI) Professional is responsible for the adoption, interpretation, and development of iLA's BI infrastructure and governance. Utilising their understanding of iLA's business goals and strategic initiatives, the Business Intelligence Professional ensures that iLA staff are making data driven decisions that enable improved program outcomes and maximising the use of its data products.</p> <p>This role will work closely with iLA's Data Strategy Lead and Database coordinator to deliver a suite of fit-for-purpose data products that serve to enable iLA's ambitious data needs. Additionally, support the development of key data related documentation such as a data strategy and data governance framework.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                        |
| <p><b>Key Accountabilities/Responsibilities</b></p> <p><b><u>Health Safety Wellbeing &amp; Environment</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&amp;S legislation to maintain an appropriate working environment</li> <li>• Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program.</li> <li>• Contribute to developing and nurturing a culture that supports wellbeing.</li> <li>• Develop, plan and oversee WHS processes and activities</li> <li>• Manage WHS incidents from initial report, investigation to conclusion – liaising with WHS Committee and other stakeholders</li> <li>• Reports and analysis of WHS data as required • Identify and implement safety improvements working collaboratively with the Work Health and Safety committee and program.</li> <li>• Ensure appropriate training is aligned with needs to individuals' responsibilities related to WHS and the Organisation.</li> </ul> <p><b><u>Functional</u></b></p> <ul style="list-style-type: none"> <li>• Promote best practice by engaging, coaching, and mentoring staff members to help increase data literacy, reporting capabilities, and resourcing.</li> <li>• Support the Data Strategy Lead to develop and implement iLA's data strategy in collaboration with the broader Manager group, ensuring alignment with the organisation's strategic objectives.</li> <li>• Support the delivery of the Data Strategy Roadmap liaising with the Data Strategy Lead and key staff members to ensure delivery and overall success of the organisation's data strategy.</li> <li>• Participate and contribute to the development of iLA's Data Governance Framework and Policy, following the guidance by the Data Strategy Lead.</li> <li>• Ensure that iLA has a clear data governance structure providing clarity and consistency across the organisation</li> </ul> |                                                        |

- Gather, clean, and analyse business data identifying patterns or regions and examining market trends that indicate opportunities for business process improvement.
- Collaborate with managers and stakeholders to determine which data is required to address their specific reporting needs, while identifying opportunities to improve data processes for the wider organisation
- Develop regular Power BI visualisations and ad-hoc queries to meet monitoring and reporting requirements.
- Utilise effective data storytelling to present and communicate data, insights, and opportunities.
- Ensure that data analysis expertise, services, and tools are available to all iLA staff as required
- Ensure organisation reporting requirements are met while building the organisation's future capabilities for automation within iLA programs liaising with the Digital team and potential vendors.
- Working with the leadership and staff to champion change around data collection, storing, automation, reporting and more.
- Ensure that iLA's data is at the centre of all decision making, planning, and activities by leading the direction of digital and data products to ensure that all strategic objectives are measured and reported.
- Act as the central point of contact (POC) for iLA data products, supporting iLA in managing the development and enhancement of digital tools. This includes, but is not limited to, the organisation's PowerBI assets.
- Identify and prioritise data-related initiatives that drive value across different programs
- Act as a liaison between project teams, internal stakeholders, and external vendors and represent the data team within the organisation in working group meetings, presenting project deliverables, and ensuring stakeholder alignment.
- Oversee the ongoing improvement and integration of data throughout iLA, ensuring data is findable, accessible, interoperable, and reusable (Fair data).
- Improve iLA staff confidence, capacity and capability to interface with data to effectively manage analyse and interpret data (data literacy).
- Develop and maintain strong strategic and operational partnerships across iLA, and with external partners.
- Develop Specific Measurable Actionable Relevant Timely (SMART) measures that articulate a clear vision for the organisations digital and data strategy
- Collaborate with Subject Matter Experts (SME's) and iLA to align data strategy with business goals and technical infrastructure.

### **Strategic**

- Contribute to, and demonstrate by example, the vision, mission and values
- Maintain a strong network across the industry and relationships with suppliers, regulators, customers and other external stakeholders
- Contribute to the creation and implementation of iLA's data strategy and annual business plans (i.e. think strategically about the group and the organisation).
- Contribute to driving and enhancing long term organisational sustainability and performance
- Lead, participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation
- Contribute to driving and enhancing long-term organisational sustainability and performance.
- Participate and/or engage in all activities that relate to iLA's data and business strategic initiatives and key issues.

### **People & Culture**

- Demonstrate collaborative behaviour across the organisation to contribute to ensuring 'one organisation' where multifunctional team performance is optimised.
- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs and embedding these within the Group (initiated via the Brand and People Group)
- Role model positive leadership to employees
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace
- Manage resource requirements to ensure appropriate coverage within approved budget.

### **Budgeting & Administration**

- Manage and report on performance against budget
- Develop, manage, and report on functions of responsibility
- Meet revenue and activity based KPI's
- Participate in annual business planning and Group budgeting
- Ensure delivery of services and support within agreed budgets
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations.

### **Key Performance Indicators & Measures**

*Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position at a specified point in time. .*

### **Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

#### **Internal**

- Directors / Board Members
- Executive team
- Leadership team
- All other teams in the organisation

#### **External**

- Corporate customers
- Sector peers/competitors
- Peak bodies
- Government representatives and departments (local, State and Federal)
- Consultants and advisors
- Small & Medium Enterprises
- Suppliers and vendors

### **Key Behaviours**

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will primarily be in Operational Behaviours with some Leadership Behaviours.

#### **Strategic Behaviours**

- ☒ Analytical Thinking
- ☒ Critical Thinking
- ☒ Change Management

#### **Leadership Behaviours**

- ☒ Adaptability
- ☒ Building Partnerships
- ☒ Information Monitoring

#### **Operational Behaviours**

- ☒ Communication
- ☒ Demonstrates Initiative
- ☒ Teamwork

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| <input checked="" type="checkbox"/> Innovation & Creativity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <input checked="" type="checkbox"/> Project Management |         |                    |
| <b>General Assessed</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                        |         |                    |
| Impact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Technical / Professional Knowledge                     | Job Fit | Organisational Fit |
| <b>Work Related Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                        |         |                    |
| <b>Knowledge &amp; Skills (Social, Personal &amp; Technical) &amp; Equipment</b><br><i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i> <ul style="list-style-type: none"> <li>• Advanced working knowledge and proficiency in the suite of Microsoft Office applications</li> <li>• Hands on experience with project management software, like MS Project, Jira and DevOps</li> <li>• Working knowledge of data analytics and reporting software, such as Google Analytics and PowerBI</li> <li>• Dynamic, fast paced, and resourceful skillset</li> <li>• Knowledge of Data Governance principles and industry standards related to data management</li> <li>• Knowledge of BI models, data visualisation dashboards, reports, and analytics tools.</li> <li>• Ability to liaise with senior leaders and key stakeholders both internally and externally</li> <li>• Self-driven, excellent organisation and time management skills with demonstrated flexibility and ability to adapt and work autonomously</li> <li>• A strong communicator with the ability to bring together a group of individuals from diverse backgrounds, to work together on a united outcome</li> <li>• Capability to build relationships, effectively negotiate and influence others</li> <li>• Implement change management activities, to achieve successful outcomes</li> <li>• Ability to liaise with senior leaders and key stakeholders both internally and externally</li> <li>• Ability to think and act strategically, exercising sound judgement</li> <li>• Ability to prioritise and meet deadlines, sometimes working with incomplete information</li> <li>• Sound understanding of customer relationship management</li> <li>• Networking, influencing and relationship building skills</li> </ul> |                                                        |         |                    |
| <b>Work Experience</b><br><i>The type and extent of previous work experience that is necessary to perform in the position</i> <ul style="list-style-type: none"> <li>• Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role</li> <li>• Operational and/or change management experience</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                        |         |                    |
| <b>Qualifications, Registrations, Clearances &amp; Certifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                        |         |                    |
| <ul style="list-style-type: none"> <li>• NDIS Worker Screener Check</li> <li>• Degree qualification in relevant discipline (or) significant relevant industry and positional experience.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                        |         |                    |
| <b>Extent of Authority</b><br>Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                        |         |                    |
| Prepared & Approved By: Jaime Castilla and Andrea Morris<br><b>Date Reviewed/Modified:</b> 19/08/2024<br>*All PDs should be sent to P&C for approval and uploading to SharePoint                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                        |         |                    |

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| Related Documents: <b>PD Work Instructions, Behaviours Guide</b>                                                                                                                         |
| <b>Risk Assessed Role (NDIS Worker Screening Check) No not required</b><br>Choose an item.<br>Date the role was assessed: 19/08/2024 Assessed By: Lisa Karabin, People & Culture Manager |