



Position Description and Responsibilities

Position title: Senior Data Analyst

Business area: Service Delivery

Procurement Title: Manager

Position Description:

As a Senior Data Analyst, the primary focus is supporting the Director of Service Delivery, and RD Project Leads deliver superior levels of customer experience and satisfaction by ensuring that RD projects are supported by best practice data analysis and reporting.

Primary purpose of position:

The Senior Data Analyst provides expert data analysis and reporting services and advice as required through the project life cycle. They work and communicate data processes and outcomes to respective Project Leads, as well as directly to clients. They work with the clients' internal data owners to negotiate access to relevant data and where required, to validate data analysis results.

The Senior Data Analyst aligns to project management practices - resourcing, schedules, financials and adheres to RD quality and control guidelines throughout the full project life cycle. They also contribute to process improvement initiatives that relate to improving project outcomes and RD business outcomes.

Responsibilities

Leadership:

- Embody the RD Values and work collaboratively within project delivery teams.
- Build and maintain RD's culture, and work to get the best from our people.
- Work closely with RD leaders to support and build the business.
- Maintain a business development focus – new and extension of projects and clients.
- Maintain regular contact points across onsite and off-site team members.
- Develop RD team members' awareness of data analysis and reporting capabilities and value.
- Provide mentorship and leadership to relevant team members as part of their role.

Operations:

The Senior Data Analyst is required to:

- Provide data analysis services to projects.
- Deliver outcomes based on contemporary data analysis and reporting methodologies, practices, and tools, including data visualisation.
- Operate within RD's agile project methodology across projects.
- Collaborate with Project Leads on defining the requirements for data analysis.
- Prepare estimates and detailed plans for delivering the requirements for data analysis.
- Deliver on requirements through engagement with appropriate stakeholders.
- Provide progress reports to the Project Lead on deliverables, dependencies, risks, issues, and communications as related to projects.

- Be flexible to changing environments and requirements in projects and within the organization.
- Build a Data Analysis team that provides reserve capability across the organisation, to enable work-life balance and contingency planning.
- Provide leadership for the Data Analysis team by building and motivating team members to meet project goals, adhering to their responsibilities and project milestones.
- Support a diverse and inclusive work environment.
- Monitor staff performance and complete performance reviews for those staff in the Data Analysis team.

Client experience:

- Provide a flexible and quality focused client experience on projects.
- Provide a consistent point of contact on data analysis for our Project Leads and where appropriate, directly to our clients.

HR:

- Ensure HR policies are in place and adhered to.
- Ensure all staff are aware of their roles and responsibilities and have a clear understanding of their reporting lines.

Reporting relationships:

- Direct report to Director Service Delivery.
- Lateral reporting relationships to respective Project Leads for allocated projects.

Minimum qualifications:

- Post graduate qualification or progress towards this level in an appropriate field of study or equivalent work experience.
- 7+ (if team lead then 10+) years of data management, data analysis and reporting experience, including working on project teams within large organisations.
- Advanced level of proficiency in Microsoft Office including Excel, PowerPoint, Project, Visio and SharePoint as well as proficiency in specialist data analysis and reporting tools.
- Experience in Microsoft Business Intelligence and/or other Business Intelligence tools.
- Excellent communication skills, both oral and written.
- Proven track record on delivering valuable data- based solutions and outcomes and accepting accountability for delivery.

Selection criteria:

- Strong technical knowledge of data management systems, data quality, data modelling, data governance, analytics, predictive modelling, and analysing and interpreting large datasets.
- Experience in the design and development of corporate reporting systems.
- Demonstrated experience in working flexibly, creatively and analytically to solve challenging problems based on teamwork, innovation, and excellence.
- Demonstrated experience in providing data analysis and reporting services to large organisations - Defence experience is desirable.
- Experience in the preparation of data-based reports, and the presentation of information to stakeholders and / or Senior Leadership.