



MANAGER, PERFORMANCE ANALYTICS AND REPORTING

JOB & PERSON SPECIFICATION

APRIL 2019



Position Description

Manager, Performance Analytics and Reporting

Purpose of Position

The Manager, Performance Analytics and Reporting is responsible for leading a team engaged to achieve the Essential Services Commission (**Commission**) objectives through the delivery of performance reporting, analysis and insights. The team enables the Commission to make informed and evidenced based decisions to deliver efficient and customer-centric outcomes.

In particular, the Manager, Performance Analytics and Reporting is responsible for the management of regulatory reporting programs within the Commission, including:

- ▶ using data analytics and market intelligence to underpin evidence-based decision making.
- ▶ performance reporting requirements for regulated entities.
- ▶ data solutions to accommodate relevant performance data.
- ▶ the review and analysis of performance and comparison with relevant service standards.
- ▶ the provision of advice in relation to the development of new and/or modified regulatory reporting frameworks in regulated industries.
- ▶ preparation of reports and information to Management, the Commission and (as required) for publication to inform the community on relevant matters.
- ▶ the preparation of comprehensive and integrated public reports in relation to those matters and other functions of the Commission.

The Manager, Performance Analytics and Reporting is also responsible for administering the Retailer Energy Efficiency Scheme (REES), a South Australian Government energy efficiency scheme that provides incentives for South Australian households and businesses to save energy.

Reporting Relationships

The position:

- Reports to the Director, Licensing, Monitoring and Reporting.
- Works closely and collaborates with other staff members of the Commission.
- Manages staff undertaking reporting performance functions within the Commission.

Organisation Background

The Essential Services Commission is a statutory authority established as an independent economic regulator and advisory body under the Essential Services Commission Act 2002.

The Commission's primary objective is the protection of the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services.

The Commission regulates the provision of essential services in the water and sewerage, electricity, gas, ports and rail industries, conducts formal public inquiries and provides advice to Government on economic and regulatory matters.

The Licensing, Monitoring and Reporting group keeps regulated businesses accountable by monitoring and reporting on service standards, licence requirements and the Retailer Energy Efficiency Scheme.

The Commission is committed to providing thought leadership in economic regulation and regulatory policy and undertakes extensive stakeholder engagement to inform its work.

Special Conditions

Some out of hours work may be required subject to business requirements.

Some interstate or intrastate travel may be required subject to business requirements.

Key Accountabilities

Regulatory performance

- ▶ Manage the Commission's regulatory reporting framework to deliver the Commission's objectives.
- ▶ Develop and manage the development of clear and concise written reports and advice to inform stakeholders and Commission decisions.
- ▶ Manage a team to deliver a range of efficient and effective information gathering, analysis and reporting on business performance for regulated entities and industries, including:
 - appropriate review and analysis of performance of regulated entities and reporting on performance trends;
 - assessment of relevant operational and financial performance measures;
 - construction and management of databases or other data solutions to enable the compilation of relevant, efficient and secure performance, operational and financial data;
 - preparation of high quality advice and briefing papers, and
 - management of stakeholder engagement in relation to market intelligence and performance monitoring.
- ▶ Develop, implement and review regulatory reporting frameworks to ensure the efficient and effectively monitoring of regulated entity performance, including:
 - the development of performance reporting guidelines and performance measures (as appropriate);
 - the ongoing monitoring of performance against regulatory standards and the overall management of periodic performance reporting, in accordance with the Commission's Better Regulation Framework, and
 - consolidated performance reporting on industry and regulated entity performance against all areas of the Commission's regulatory framework.
- ▶ Build effective strategic and working relationships with stakeholders to facilitate the exchange of information, analysis and commentary on matters related to the Commission's functions.
- ▶ Proactively monitor policy/regulatory developments within, and relevant to, regulated industries.
- ▶ Develop and utilise communication networks to ensure appropriate development and application of research or project initiatives in accordance with Commission priorities.
- ▶ Participating in internal and external working parties on regulatory matters.

Data analytics

- ▶ Develop, implement and improve data analysis and reporting across the Commission, leveraging available technology (including data solutions) to deliver professional, accurate, standardised and accessible reporting to stakeholders.
- ▶ Identify key business questions which require deep dive analysis and lead this process through to actionable findings reports.
- ▶ Manage dashboard development for the Commission and Leadership Team to support their decision-making and regulatory oversight.
- ▶ Establish, implement and manage a fit for purpose performance analytics and reporting operating model by sourcing appropriate tools, working with data holders and embedding efficient and information security compliant processes.
- ▶ Manage analytical projects and coordinate activities with other groups by prioritising relevant activities and providing subject matter expertise.
- ▶ Undertake data analysis for specific regulatory and advisory projects when required to meet the needs of the project in line with business requirements.

Retailer Energy Efficiency Scheme (REES)

- ▶ Manage the effective and efficient administration of REES, and report on outcomes of the scheme.

General

Contribute towards the achievement of the Commission's strategic direction by:

- ▶ adhering to standards of behaviour consistent with the Commission's values and demonstrating these behaviours, whether dealing with internal or external stakeholders.
- ▶ contributing to an environment which facilitates collaborative and productive teamwork, and learning and professional development.
- ▶ contributing to the ongoing development of the Commission's corporate objectives and actively participating in the development, implementation and monitoring of the Strategic Plan and Performance Plan.
- ▶ developing strong positive relationships and demonstrating effective communication within the Commission and with outside stakeholders.
- ▶ enhance the Commission's performance by implementing process improvement through technology and change in practices.

Contribute to the WH&S of the Commission and a strong culture of safety by demonstrating safe working practices and adhering to WH&S legislation, regulation, policies and practices.

Contribute to the effective operation of the Commission's Corporate Governance Framework by complying with all corporate policies and procedures which includes keeping accurate and complete corporate records and information security requirements.

Undertake other tasks as directed.

Essential Minimum Requirements

(those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

- ▶ Tertiary qualifications in a relevant discipline such as data science, econometrics, statistics or mathematics.

Personal Abilities/Aptitudes/Skills

- ▶ Excellent written and verbal communication skills, including the ability to influence others with the use of credible presentation of complex data.
- ▶ High level analytical, written and verbal communication skills, including business writing, presentation and interpersonal skills.
- ▶ Ability to communicate complex technical matters to non-specialists in a non-technical manner.
- ▶ Demonstrated ability to produce high quality work with limited supervision on a diverse range of subjects and to balance high workloads and competing priorities.
- ▶ Demonstrated ability to think creatively and laterally and exercise initiative and independent judgement.
- ▶ Demonstrated ability to shape strategic thinking by maintaining a strong awareness of the organisation and inspire a sense of purpose and direction.
- ▶ Ability to work effectively at both the strategic and detailed level.
- ▶ Ability to apply logic and reasoning to identify solutions to complex business problems and implement solutions.
- ▶ Ability to plan, prioritise and organise work to achieve goals and meet deadlines, including dealing with competing demands and managing multiple projects and tasks in a complex environment.
- ▶ Ability to be proactive, work independently, and to take responsibility for achieving results.
- ▶ Ability to work collaboratively in a team environment, to be supportive and contribute to the development of other team members.
- ▶ Ability to liaise effectively, including consultation and negotiation, with a range of stakeholders, to facilitate their cooperation and support to achieve desired outcomes and to establish and maintain effective relationships.
- ▶ Demonstrated professional performance, competence and ethical approach that indicates a high degree of personal integrity and credibility
- ▶ Strong project management skills.

Experience

- ▶ Demonstrated experience producing and managing the production of high quality written work (eg reports, briefs) that is evidence-based, concise, easy to read and persuasive.
- ▶ Experience in research and report preparation, including the development and preparation of high quality reports that provide valuable insights.
- ▶ Experience in managing staff to promote high individual and team performance, and a positive and productive work environment.
- ▶ Significant experience and good working knowledge in the research and analysis of datasets include the construction, management and use of databases and spreadsheets.
- ▶ Experience in developing metrics and advising on performance monitoring approaches.
- ▶ Significant experience in conveying complex information to stakeholders in a clear, concise manner.
- ▶ Experience in conducting economic or financial analysis.
- ▶ Experience in the use of Microsoft Office or similar, inclusive of e-mail, word processing, spreadsheet construction, graphing and tabulations, text and graphics presentations.

Knowledge

- ▶ Knowledge of the regulatory arrangements applying to industries regulated by the Commission.
- ▶ Knowledge of the establishment of performance measures for businesses operating in industries regulated by the Commission.
- ▶ An understanding of the regulatory reform processes in an industry regulated by the Commission, or the ability to rapidly acquire such knowledge.

Desirable Characteristics

(to distinguish between applicants who have met all essential requirements)

Experience

- ▶ Experience with data visualisation.
- ▶ Experience in policy development, regulatory development or legal analysis.
- ▶ Experience in the conduct of research and analysis in areas of relevance to the Commission.

Knowledge

- ▶ An understanding of Commissions' roles, purpose and objectives.
- ▶ Knowledge of the law, legal frameworks and governance relevant to the Commission.



HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential telephone discussion, please call Justin or Christian Gaszner (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.