



COVER LIKE NO OTHER

## **BUSINESS INTELLIGENCE LEAD**

### **JOB & PERSON SPECIFICATION**

**JUNE 2022**

## JOB AND PERSON SPECIFICATION

**POSITION TITLE:** Business Intelligence Lead  
**REPORTS TO:** Chief Operating Officer  
**DEPARTMENT:** Business Intelligence

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### **ORGANISATION OVERVIEW**

Police Health Limited is a not-for profit, member focussed, private health insurer operating nationally and with a history stretching back to 1935.

Our purpose is to be a trusted partner in providing peace of mind for the health and wellbeing of our members. We do this by providing high quality, good value private health insurance products and services exclusively to those communities through our two brands Police Health and Emergency Services Health.

As a member of Members Health Fund Alliance (MHFA), we value members over profits. In delivering a member focussed experience we rely on our employees to be passionate about what we do.

We value our employees and their personal and professional development and we're active in supporting a positive & flexible workplace culture.

Our commitment to be a good corporate citizen and ensure compliance with appropriate laws and regulations is reflected in our company policies, procedures and our operations.

Our people genuinely care about each other. Leaders are expected to support performance excellence and talent development, inspire engagement, implement and maintain company policies and procedures and abide by Health, Safety and Wellbeing policies and practices.

We encourage our employees to have fun, look after one another, contribute to the efficient and effective functioning of the business and comply with our policies and procedures.

As a responsible organisation and operating in a regulated environment, managing risks is key to our business. We approach risk management as a positive, responsible part of the way we operate. We expect all employees to comply with risk management policies and practices and monitor and report risks including fraud risk.

Our pillars for our success:

- Elevate our members;
- Inspire our people; and
- Enhance our performance.

Our Values:

- We do the right thing
- We are courageous
- We go beyond
- We listen & care
- We work together

## **JOB SPECIFICATION**

### **JOB PURPOSE AND SCOPE**

The Business Intelligence Lead is an exciting role which is charged with shaping the future of Business Intelligence within the organisation. You will be passionate about data, enjoy working in a small team and be excited about the opportunity to learn new skills, bring the organisation on a data driven journey and drive continuous improvement.

The Business Intelligence Lead plays a vital role in championing the use of data and data driven decision making across the business.

Working with a high degree of autonomy, the Business Intelligence Lead will work closely with the internal stakeholders of the business including senior management and will play a vital role in the establishment of, and future development of the Business Intelligence function.

This role is responsible for managing the vast amount of data captured and maintained by our information systems and for deriving actionable insights from that data in user friendly dashboards. The role will drive the types of information that is made available to support the business decisions and day to day operations and the best methods of collating, analysing and disseminating this data to improve organisation performance, capability and decision making.

The Business Intelligence Lead will take a strategic approach to data management through the establishment of data management and data hygiene governance principles, whilst simultaneously building and developing dashboards and reports for use by various stakeholders.

### **KEY RELATIONSHIPS**

- Internal stakeholders including Senior Leaders, Customer Experience and Brand & Growth teams
- IT and Business Solutions Teams
- Vendors and service providers

### **KEY RESPONSIBILITIES:**

1. Establish BI Functionality
  - Implement and manage best practice Data Governance, Master Data Management and Data Lifecycle Management strategies across the business
  - Integrate relevant data security requirements to ensure the Business Intelligence function complies with APRA *Prudential Standard CPS 234*.
  - Build and maintain a solid understanding of business systems across the organisation to ensure all sources of data are identified and utilised effectively

2. BI Solution design & delivery
  - Evaluate Business Intelligence tools that considers business requirements, recommending appropriate solutions
  - Implement Business Intelligence tools on time, on budget and in scope
  - Determine in consultation with stakeholders a program of dashboard and reporting development and deliver accordingly
  - Establish a timeline of report delivery to enable effective data driven decision making
  - Provide consultancy to business stakeholders to understand their problems and design solutions through data and analytics
  - Assist stakeholders with ad-hoc reporting requests
  
3. Embed Data driven decision making culture within the organisation
  - Champion the use of data and data driven decision making across the organisation
  - Deliver innovative, appealing and user-friendly dashboard functionality to teams to provide actionable, comprehensive and meaningful business insights
  - Provide education to allow self-service of established dashboards
  - Be involved with business projects to ensure appropriate consideration of data requirements and outcomes
  - Translate business requirements into critical information
  
4. Continuously improve the collection and use of data
  - Educate the business in concepts such as data management, data hygiene, and data security to drive confidence in Police Health's data
  - Constantly review data issues and challenges and recommend solutions to improve the quality of Police Health's data
  - Work with data owners to understand data capture processes to design validation tools to improve data quality processes
  - Keep up to date with activities and regulation within the Private Health Insurance industry and recommend the appropriate use of Police Health's data to manage requirements or create opportunities
  
5. Effective team work and business relationships
  - Build and maintain effective working relationships with each department within the organisation
  - Demonstrate appropriate behaviours in accordance with relevant company policies as updated and varied from time to time

## **PERSON SPECIFICATION**

### **QUALIFICATIONS:**

Tertiary qualifications in Business, Finance, Statistics, Information Technology or other relevant discipline.

### **KNOWLEDGE, SKILLS AND EXPERIENCE:**

#### **Essential Requirements:**

- Minimum 5 years proven experience in a similar role
- Detailed knowledge of analytical methodologies and statistical trends
- Experience in leading analytical functions, use of analytical tools and data management
- Proven experience in eliciting and prioritising business requirements, engaging stakeholders and implementing solutions across teams
- Proven track record of turning operational data into outcomes that drive business opportunity
- A highly analytical mindset with outstanding critical thinking and problem-solving skills
- Ability to demonstrate deep focus skills and strong levels of resilience and perseverance
- A high degree of initiative
- Highly developed communication skills including written and verbal communication, including data visualisation skills
- Ability to disseminate technical information in non-technical terms
- Ability to work under tight deadlines and handle multiple complex tasks
- Broad exposure to customer and business systems such as customer databases, CRMs, workflow, marketing and communications, finance systems, digital collaboration, websites/intranets, digital tools and reporting

#### **Desirable:**

- Health insurance Industry experience will be highly regarded
- Understanding of highly regulated environments
- Experience with data lakes and data warehouses

### **PERSONAL QUALITIES:**

- Self-Motivated, innovative and enthusiastic
- Effective communication and interpersonal skills
- A mix of curiosity, creativity and a high level of attention to detail
- Team oriented
- Operate with integrity and a professional demeanour
- Genuine affinity with the values and ethos of Police Health and its members

### **SPECIAL CONDITIONS:**

- Ability to work flexible hours as some after-hours work may be required
- Flexibility to be able to travel interstate may be required on occasion
- Acceptable National Police Check required on commencement and three yearly there-after.
- Australian Work Rights



## HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8849.

### **Please Note**

Your application will be automatically acknowledged by a return email.