

Position Description

Position Title	Head of Business Intelligence and Analytics
Reports To	Executive Director, Strategy and Systems Design
Business Unit	Strategy and Systems Design
EMPHN Classification	Band 5, Full Time

EMPHN Values

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our organisational values underpin the work we do.



Purpose of Position

This key leadership position is responsible for overseeing the development and implementation of Business Intelligence and Analytics (BI&A) strategies that contribute to the organisation's overall success in delivering high-quality primary healthcare services. The Manager will lead a team of skilled analysts and collaborate with cross-functional departments to harness data insights for improved operational efficiency, strategic planning, and evidence-based decision-making.

Reporting to the Executive Director for Strategy and Service Design, the Manager is responsible for strategic and operational leadership and management of the BI&A team, with a focus on identifying strategic and innovative ways to standardise data collection and reporting to leverage data for faster time to insight, along with driving the development of strategically important innovative services and operations, that will enable EMPHN to be leaders in the PHN space. The Manager will lead work across the organisation to build an understanding of data and its utility to drive better decision making.

EMPHN provides a range of clinical and health services to patients directly and through third party service providers. Data is collected across these activities and utilised for monitoring, reporting and evaluation. This can be within a single program, or across programs to provide aggregate insights (e.g. program A vs. program B, portfolio performance, provider performance across programs).

Key Relationships and Stakeholders

Internal

- Executive Leadership Team
- Board of Directors
- Business Intelligence & Analytics team
- Design and Delivery Teams
- Project Management Office

External

- Consumers, health professionals and carers
- EMPHN Committees and networks
- Representatives of key service providers in EMPHN catchment
- Government and peak bodies
- Community stakeholders

Key Accountabilities

Strategic Development of EMPHN's Data Capability

- Lead the development and implementation of relevant analytics and/or data strategies for EMPHN.
- Drive implementation of standardised data services via a commitment to accurate master data and take responsibility for resolving duplication by understanding business processes and solving issues when identified.
- Consider different management and sourcing models to drive best value for money services.

Data Analysis and Visualisation

- In conjunction with internal and external stakeholders, oversee the development of dashboards for each program, portfolio and other relevant groups.
- Accountable for the standardisation of dashboards and metrics across programs, allowing for data to provide insights within and across programs.
- Collaborate with Design and Program Management to define and track key performance indicators (KPIs) to assess the impact of analytics on healthcare outcomes and organisational objectives.
- Accountable for the development and presentation of regular reports to leadership, highlighting insights and recommendations for improvement.
- Identify innovative, pragmatic and forward-thinking solutions to complex health analysis problems.

Data Management and Operations

- Drive quality data collection and ensure that data is available for further processing as needed by the business.
- Work closely with IT teams to optimise data infrastructure, ensuring efficient data collection, storage, and retrieval.
- Identify opportunities for process optimisation and technological advancements to enhance analytics capabilities.
- Accountable for the ongoing maintenance of data services to meet relevant standards (e.g. ISO27001).

Governance And Stakeholder Engagement

- Develop and present EMPHN Board and/or committee reports and papers, as required.
- Lead work to develop a network of stakeholders, service providers and clinicians as it relates to the BI&A function.
- Operate as a relationship manager for key stakeholder accounts (as identified), including the development of key account plans.

Management And Leadership Attributes

- Actively work across the organisation to provide visionary leadership in leveraging data to enhance primary healthcare delivery and patient outcomes.
- Specifically engage with the Communication and Engagement team to ensure insights from data are communicated to stakeholders and the broader catchment in sophisticated and nuanced ways that build the EMPHN brand.
- Effectively oversee cross-functional teams focused on strengths-based management.
- Role model EMPHN's values and behaviours, including a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Work collaboratively across the business, recognising that good programs are only such with great teams.
- Seek to improve (yourself, your function, processes), recognising that healthcare requires an improvement culture.

Qualifications

- Relevant postgraduate qualifications in analytics, health or related discipline is essential.
- Post Graduate qualifications in analytics or related discipline is desirable.

Key Capabilities, Skills and Experience

- 10+ years working in health and/or primary care sector with a sound understanding of the sector(s) overall.
- Past experience in health analytics and/or evaluation.
- Past experience working in data services related to healthcare design, implementation science, knowledge, translation or project management are desirable.
- Demonstrated experience in developing and implementing strategy, as it relates to healthcare data.

- Strong business process and data analysis skills.
- Experience with reporting systems, business intelligence, business analytics, data marts / warehousing, data modelling, ETL technologies, dashboards, portals.
- Experience in eSourcing, eProcurement, Contract Management and/or Supplier Relationship Management (SRM) systems an advantage.
- Proficiency with Microsoft Technical and Office toolsets.
- Strong experience in building partnerships with key stakeholders and internal managers to enable delivery of organisational priorities to be achieved.
- Strong interpersonal skills with a proven ability to support and cooperate with others to further strategic opportunities in health system redesign.
- Use of data for program evaluation desired, but not essential.
- Strong attention to detail.
- Commitment to ongoing quality improvement.
- Superior verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.

Approval and Review			
Approved by	Jane London, ED Strategy and Systems Design	Date:	15 March 2024
Signature			
Next Review Date			