

*‘Helping our members stay healthy, get well quick, live better with illness and deliver peace of mind’*

**POSITION DESCRIPTION**  
**BUSINESS INTELLIGENCE OFFICER**

Position Summary

The Business Intelligence Lead will provide the Business Improvement Team with timely, accurate, comprehensive, and relevant quantitative and qualitative information and insights to support the assessment, prioritisation and implementation of business improvement opportunities. This includes a key role in establishing a mechanism for capturing workforce performance and a baseline for expected processing time.

**Key Capabilities**

*Essential*

- Demonstrated knowledge and understanding of data management, analysis and manipulation;
- Effective decision making and planning skills;
- Systematic approach with a strong attention to detail;
- Strong written and verbal communication skills;
- Strong problem-solving skills and ability to develop innovative solutions;
- Excellent time management skills while working in a fast-paced environment.

*Qualifications*

Completion of a relevant qualification in a business discipline.

*Preferred*

- Experience and / or understanding of data warehousing, SQL and BI tools;
- Experience working in a project management environment as a part of a project team;
- Experience in LEAN methodology and performance monitoring.

*Employment Conditions*

Permanent Full Time Salaried Position

*Reports to*

Business Improvement Coordinator

*Working location*

Based in Launceston but inter/intrastate travel may be required

*Professional Development*

At St.LukesHealth your professional development plan will focus on helping you develop and grow at every level of your career to identify and develop strengths to enable you to do your best work every day.

## 1. Key Responsibilities

- 1.1 Develop and maintain a register of process tasks;

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- 1.2 Maintain a business improvement knowledge base of business processes including frequency and time of process tasks;

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- 1.3 Monitoring of workflow performance including accuracy and completeness of datasets;

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- 1.4 Definition of status levels and handover requirements within process workflows;

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- 1.5 Assist in the establishment of taxonomies for information management metadata;

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- 1.6 Initial assessment and prioritisation of opportunities captured within the Business Improvement funnel;

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- 1.7 Cost benefits analysis of business improvements initiatives;

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- 1.8 Assist the Business Improvement team and stakeholders to design and implement solutions for identified opportunities;

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- 1.9 Effective consultation with business process owners and key stakeholders as a part of effective change management;

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- 1.10 Understanding of the Analytics functional business unit processes and ensuring effective compliance with defined requirements as a part of change management;

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- 1.11 Analysis and reporting of the effectiveness of implemented solutions.

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## 2 Key Result Areas

- 2.1 Provides timely business intelligence support to the Business Improvement team and broader stakeholders to achieve the organisation's Business Improvement goals;
- 2.2 Assist in the development of Business Intelligence design including user role definition, categorisation of work-items and status and the design of user dashboards and reports.
- 2.3 Ensures all matters in relation to risk management are compliant with legislation, integrates the standards required by APRA into the work practices of St.LukesHealth and handles risk issues are effectively and efficiently within areas of responsibility;
- 2.4 Adheres to WHS and Risk management practices, ensuring all matters are handled effectively and efficiently in areas of responsibility;
- 2.5 Leads by example in modelling values and preferred behaviours that aligns with the Code of Conduct;
- 2.6 Completes all responsibilities in the 'Key Responsibilities' in a timely and efficient manner, consistently communicating and liaising with other team members to achieve the outcomes of the Strategic and Annual Plan;
- 2.7 Is self-motivated and committed to continuous learning, completing mandatory training and upskilling in areas identified by self and the manager;
- 2.8 Consistently displays the ability to train others when required and supports the implementation and change management associated with Business Improvement.

## Values

### STEWARDSHIP *Taking care of the future*

*We encourage creativity and respond to the needs of our members to stay healthy, get well quicker, live better with illness and deliver peace of mind through the considered and innovative management of risk, capital, resources, people and products.*

I do my job well and know what it takes to deliver effective, meaningful and honest outcomes for our members.

I make things better for the members and accept my part in seeking good outcomes for everyone.

People are important to me and to the organisation so I will behave in a way that encourages rather than discourages the members.

I have information that is important to members and will ensure I consider all their needs, working with others to meet those needs.

### RESPECT *Respect the individual*

*Our people put the team ahead of their personal success and commit to building the capacity of each other and our organisation through respect, communication, empowerment, valuing the individual strengths to serve our members*

I lead by example and set a high standard that motivates and encourages high achievement in others.

I have the power to make a difference in a member's life and will ensure I treat everyone respectfully.

I consciously devote my time and energy towards guiding and helping our members.

I am thoughtful and considerate when dealing with members, demonstrating kindness and patience.

### EXPERIENCE *Value the engagement*

*We are dedicated to partnering with our members and our people to deliver exceptional service, actively engaging with our community to build our reputation as innovative leaders in the health insurance industry.*

Good outcomes are the key focus of my service delivery.

My attitude determines my altitude and I approach everything in a positive and constructive manner.

I am a good listener and show sensitivity to the needs of members.

I will solve member enquiries and issues promptly and ask for help when I need it.

### INNOVATION *Dare to disrupt*

*We are committed to creating an ambitious and proactive environment that focusses on and encourages forward thinking and new ideas, partnerships, embracing change and continually enhancing the member experience.*

I strongly believe I can make a difference through my own efforts and acknowledge the efforts of others.

I make decisions that can improve what we do and am always looking at ways to do things better.

I ask insightful questions to encourage others to think for themselves and solve their own problems.

I am most effective when I'm part of a team, contributing new ideas and supporting change.

### INTEGRITY *Do right, be real and be brave*

*We are professional and honest in our working relationships striving for fairness in our decision making and in our treatment of one another that ultimately affects the business outcomes and builds member trust.*

I know what I'm good at and do this to a standard of excellence when dealing with members.

I act professionally and have a pride in my appearance, my attitude and my demeanour.

I see the best in people and motivate them to develop their skills towards better outcomes for our members.

I show members they matter by being warm, sincere and sensitive to their feelings.