



Position description

Position:	Senior Data and Reporting Analyst	Direct reports:	Nil
Group:	Improvement Policy & Reporting	Classification:	3
Reporting to:	Reporting Lead		

Organisation overview

The Telecommunications Industry Ombudsman (TIO) is a not-for-profit organisation. Our purpose is to provide fair, independent, and accessible dispute resolution services, and improve outcomes for consumers and members. Achieving our purpose guides everything we do, through our five strategic goals:

1. Work with our members to reduce complaints and improve practices
2. Leverage the power of our people to strengthen our capability and performance
3. Create a great consumer and member experience
4. Expand services with innovative solutions and technology
5. Use data and insights to influence policy and shape public debate.

The TIO's value statement is "Together we DREAM". That is, together, we:

- Dare to be great
- Respect and inspire
- Evolve and grow
- Appreciate and celebrate
- Make it easy

For more information about the TIO, please visit our website tio.com.au/about-us.

Group overview

The **Reporting** team reports to the Assistant Ombudsman, Improvement, Policy & Reporting (IPR).

The IPR group works closely with the telecommunications industry and regulators to drive improvements in the delivery of telecommunications services, and with others in the TIO to promote a culture of continuous improvement in complaints handling.

IPR group functions are:

- continuous improvement and knowledge
- policy and systemic issues
- data analysis and reporting

- communications and engagement
- strategy and regulatory affairs.

The **Reporting** team is responsible for:

- undertaking complex and detailed data analysis
- the provision of intelligence to internal stakeholders and
- the provision of dashboards and reporting to internal and external stakeholders.
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Position purpose

The **Senior Data and Reporting Analyst** reports to the Reporting Lead and contributes to and supports the data analysis and reporting work undertaken by the TIO.

Key responsibilities

The Senior Data and Reporting Analyst

Contributes to and delivers:

- Internal and external reporting on complaint trends, insights and dispute resolution outcomes by:
 - undertaking data extraction, analysis, manipulation
 - utilising data analytics and market intelligence, and
 - preparing reporting for a range of internal and external stakeholders.
- Continuous improvement in data principles, analysis and forecasting methodologies
- Data dashboards aligned with TIO strategic goals
- Data analysis and identification of trends in relation to systemic issues
- Complaint forecasts based on internal and external market information
- Data and trend analysis in support of TIO submissions to government and industry inquiries
- Reports to external stakeholders including ACMA and government departments
- Content for high quality products for external publication (i.e. Annual Report)

The Senior Data and Reporting Analyst also:

- Supports and contributes to initiatives aimed at raising awareness of the TIO scheme
- Provides support, advice and briefings to the Reporting, Ombudsman, Assistant Ombudsman and TIO senior leaders as required
- Works closely with the TIO Stakeholder Engagement, Member Services and Information, Systems and Technology team to ensure the provision of accurate and reliable reports to stakeholders
- Contributes to projects aligned with the TIO's strategic goals
- Contributes to the TIO's improvement agenda
- Develops productive, respectful, and positive relationships with all stakeholders

- Contributes to TIO's aim of Employer of Choice
- Undertakes other duties and projects as directed
- Complies with organisational confidentiality and privacy obligations.

Primary relationships:

Reporting team, Communications & Engagement Lead, Media & External Communications Specialist, Assistant Ombudsman, Senior Leadership Team, Information Systems & Technology team, Policy & Systemic Issues team, Early Resolutions team

Experience and skills

Experience

- Statistical analysis and quantitative and qualitative research using a range of best practice methodologies (highly desirable)
- Proficient in SQL (essential)
- R or Python proficiency (highly desirable)
- Advanced skills in Power BI, including DAX (highly desirable)
- 3-5 years' experience in a similar role and/or masters level qualification in relevant area
- Familiarity with case management software
- Contributing to organisational improvement
- Demonstrated ability to deliver tasks on time and meet tight deadlines
- Project coordination and support
- Presenting/ delivering complex information
- Providing high level advice to internal stakeholders
- Engaging with stakeholders across an organisation
- Operating at both at a strategic and operational level as required
- Complying with organisational confidentiality and privacy obligations

Skills

- Highly developed interpersonal skills
- Identifying and escalating risk
- Identifying, building, and developing productive relationships with all stakeholders.
- Thinks laterally and applies innovative thinking to address complex problems
- Communicates clearly and effectively and at all levels within an organisation
- Positive work ethic, professional, resilient, and respectful to others
- Commitment to TIO's Purpose and Values

Qualifications

- Bachelor's degree in mathematics, Data Science, Business Analytics, Statistics, or Commerce/Economics (essential)

Competencies

To perform this position successfully the incumbent must be able to demonstrate functionality across the core and organisational competencies. Additionally, the incumbent must possess the essential (technical and professional) knowledge, skills, and experience detailed in the person specification.

Core organisational competencies

The TIO expects every employee to adopt four core competencies:

Collaboration

Focuses on enabling and empowering people; respecting and listening to all voices; working mindfully and together; listens, supports and cares for others; consults and collaborates with others and shares information and expertise; builds team spirit and resolves conflict respectfully and quickly, communicates openly without judgement or triangulation.

Enables, owns, and embeds organisational values

Upholds personal and organisational values (Together we DREAM); demonstrates integrity and respect for all people; actively supports and promotes equality diversity and inclusion in all we do; builds and encourages organisational and individual social responsibility in the community.

Adapting and responding to change

Is agile and adapts to changing circumstances; welcomes new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Achieving individual work goals and objectives

Accepts and approaches challenging goals with enthusiasm; holds and owns accountability to deliver what we say we will; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental, learning or training opportunities.

Role-based organisational competencies

The role-based organisation competencies associated with this role include:

Presenting and communicating information

Communicates effectively using the principles of plain English; expresses opinions, information and key points clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility and builds TIO reputation.

Applying expertise and leveraging technology

Applies specialist and detailed technical expertise; utilises and leverages technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational groups and functions.

Analysing

Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a

problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be a part of a much larger system.

Creating and innovating

Is curious, develops new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.

Workplace health, safety, and wellbeing

We are committed to ensuring the health, safety, and wellbeing of our people. Employees must comply with all legislative requirements in respect to Workplace Health and Safety and follow all policies, procedures, and codes to ensure a safe and accident-free workplace is maintained.

Equal employment opportunity

We are committed to our people. We respect and embrace all kinds of diversities and are committed to being inclusive. We recruit, develop, compensate, promote, and manage employees regardless of ethnicity, religion, national origin, gender identity, sexual orientation, disability, age, life experience and any other intersecting diversities. We encourage our employees to bring their authentic selves to work because we celebrate all our differences, support it, and thrive on it.

Version control

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Approved:	TBC
Approver:	B Taneski, Assistant Ombudsman, IPR