

POSITION DESCRIPTION

Position Title: Performance Analyst
Reports to: Strategic Planning Manager
Business Unit: Network Services
Employment category: Contract
Date evaluated / reviewed: 14th August 2020

Purpose of position	To own, develop and maintain a portfolio of core operational reports, data models and operational analysis/insights for an assigned business group/portfolio [as well as the broader business where required]. The function of the Performance Analyst is to provide the business group with a complete and effective resource of core information to improve the group's operational delivery. This may include key KPIs, forecasting and exception management reports as well as in depth data analysis, process analysis and modelling to provide stakeholders with strategic advice and insights to further improve business operations. The role will act as a key information/insight liaison for the group sponsor/s and business report owners and be required to develop a working understanding of the business groups operations and key business drivers
Key Responsibilities	
1. Portfolio & Report Ownership Take ownership as the nominated developer for a business areas core operational reports, KPIs and associated data models (business areas are also reference as Portfolios): • Pipeline management: Develop & maintain a clear pipeline/road map with the business sponsor for the required core operational reporting required by the function/group. This includes providing portfolio sponsors & report owners with strategic advice on information gaps in the pipeline/road map and recommendations on data, report and process solutions to inform scopes and strategic prioritisation by sponsors • Prioritisation: Set portfolio development priorities in conjunction with the Strategic Planning Manager and portfolio sponsor in accordance with the teams governance model • SME: Act as the subject matter expert the key point of contact for enquires on aligned portfolio of reports and data. Undertake analysis and investigation for enquiries relating to aligned portfolio • Quality & data management: Ensure report development and iteration management adheres to the teams design & documentation principles, data sources are accurate & maintained. Ensure publishing & retirement of reports adheres to the teams & business/IT governance requirements. Perform peer reviews for other developers • Communication: Provide relevant, timely and concise communication to the business to ensure effective awareness, understanding and adoption of the portfolio of reports • Documentation: Develop and maintain documentation required for all aligned reports (both supporting documents and documentation within the reports). Develop & maintain required documentation of aligned data models and calculations • Develop KPIs & Measures: Investigate, advise, develop and manage relevant KPI's with business sponsors to drive business unit and Network Services performance 2. Business Engagement Proactively engage with the wider business to develop and maintain a portfolio of effective core reporting & information • Scope: Initiate scope development directly with key SMEs/report business owners and sponsors. Facilitate business workshops as required to a) define/refine and document business requirements and b) sufficiently	

develop business process understanding & data knowledge to ensure fit-for-purpose report development

- **Design:** Engage business users and peers to continuously improve the effectiveness of report design and ensure design consistency with other portfolios of reports
- **Test:** Engage and support relevant business users/SMEs/sponsor to test and endorse reports prior to publication. This is to ensure effective report content, design, functionality & performance is achieved
- **Educate:** Develop and deliver report & information training as required to core end users. Ensure relevant user documentation is developed, effective and available to enable end user self-service of reports
- **IT team:** liaise with IT to ensure data sources are managed, raise incidents, service requests or minor enhancements as required to achieve required report development outcomes and optimal report performance
- **Business report owners:** Identify, engage and establish a relevant business owner of each report. Ensure the business owner has buy in and understands the requirements of report ownership including involvement in the development, sign off and delivery of new reports and report changes to the business

3. Information Analysis & Improvement

As required and from regular conversation with the wider business and thorough data & process analysis, identify and recommend business areas for improvement, additional reporting opportunities and, develop and deliver models/tools to inform business options and performance.

- **Analysis:** Undertake analysis required to understand business needs & opportunities, to support report design & functionality. Understand and identify opportunities in business process as required from business enquiries & requests
- **Modelling:** Develop & deliver business modelling to provide scenario/option analysis or tools to inform business performance and opportunities
- **Review:** Periodically and proactively undertake a process of review for reports in the aligned portfolio. Review report content & functionality to identify areas of opportunity to further enhance report value, insight and effectiveness. Engage business owners to establish new and secondary requirements that can further enhance operational effectiveness of reports and information. Where required plan and deliver new reports, improvement iterations or retirement
- **Strategic Advice:** Through the Performance Team, their own analysis and established business/business unit knowledge, proactively investigate and advise stakeholders of key areas of opportunity around data availability, report & metric/KPI functionality and process change opportunities to improve business operational performance

4. Data Management

Be a trusted source of information for other analysts and the wider business regarding reporting, data, analysis and our standard processes

- **Ensure accuracy:** Perform rigorous testing on accuracy of data model, calculations and report presentation to ensure presented information is a) interpreted as the business will understand it, b) verifiable and reconciles to source business information and c) translates in line with the activities of the relevant business operations
- **Data supply & validation:** [For owned data sources] Provide data as required and request by the business. Maintain clear documentation on data models & calculations. Validate/verify data & information queries

Qualifications, Knowledge, and Experience

Education / Qualifications:

- Professional qualification (degree preferred) in business/finance/data
- Training in Tableau, MS Excel or other analytics or reporting software
- Data analytics/science, statistics

Knowledge:

- Agile methodologies & Product [report] testing methodologies
- Business knowledge & key business drivers
- Business process understanding & associated data
- Change & project management fundamentals

Experience:

- Communication skills; Written, verbal, scope/workshop facilitation skills
- Proficient System use in: Tableau, SAP/ERP, other Business Intelligence tools, MS Office suite (advanced in excel)
- Strong analytical, reporting, business writing and problem solving skills
- Structured thinking and proven skills for summarising data trends and hypothesising reasons for data anomalies within complex data sets
- Experience in working with data including extraction of data from core systems & data compilation
- Demonstrated experience translating data into business insights and results in a commercial environment
- Identification of key business performance metrics aligned to operational decision making
- Compilation of management reports, including resource & project forecasting and KPI reporting for operational improvement
- Demonstrated ability to work with stakeholders
- Ability to identify and develop process and systems improvements

Skills and Behavioural Competencies

'Thought' competencies

1. Cultivates innovation: Creating new and better ways for the organisation to be successful
2. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems

'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences

'Self' competencies

1. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
2. Nimble learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder

Choose an item.

Other Relevant Information

Key Stakeholders:

Internal:

- Portfolio Sponsor
- Business report owners
- Developer peers & CoP members (Tableau Community of Practice)
- End users

External:

- Wipro (engaged internally)
- Customers (sensitivity to customer and employee information management)

Other details:

- Travel to other work locations / sites may be required

Budget:

CAPEX: \$ NA

OPEX: \$ NA

FTE's:

Number of Direct Reports: 0

Total number of FTE Employees: 0

Core Values & Behaviours	Leadership Competencies
Live Safely Safety is our first priority. We never compromise health and safety, either at work or at home. We are constantly aware of the risks to ourselves and others and actively manage them. We share our experiences so that we all learn. • Stop, think, plan then act • Look out for your workmates • Be aware of and follow safety procedures • Speak up if something is not safe Be Customer and Community Minded We listen to our customer, strive to meet their needs and keep them informed. We make a positive contribution to our communities. We deliver on our promises. • Do what you say you will do • Own the customer outcome • Help people understand why we do what we do • Be conscious of our environmental footprint • Treat customers as you would like to be treated Succeed Together We work together as a team and value the diversity and contribution of our workmates. We always act in a fair and responsible manner and show each other respect. We strive for success as a business while upholding the values that underpin everything we do. • Act with integrity and treat others with dignity and respect • Be honest and open in all dealings • Have courage to give and receive constructive feedback • Communicate with each other openly and often • Share and celebrate team success Be the Best You Can Be We strive for excellence in everything we do and are always accountable for our own performance. We give our best at all times and help our workmates do their best as well. • Have a 'can do' attitude – be courageous and resilient • Take charge of your development and growth • Treat the business as if it was your own Improve Our Business We drive and lead change to be more efficient and effective for the benefit of our workmates, shareholders and other stakeholders. • Be open to new ideas and ways of working • Speak up and express your ideas • Embrace new technology that helps you and others to do things better • Be part of the solution • Support each other to understand why change is occurring to meet any challenges	Manage Self Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. Take the Lead Taking the lead and pushing for performance. Take charge, declaring, decisive. Push, hold people accountable. Enable Others Creates conditions for others to lead and contribute. Empowers others. Listens, open to influence. Supports, treats people well. Strategic Focus Position your team for the future. Set direction, drive improvements and growth, embrace innovation. Execution and Results Position your team for the future. Set direction, drive improvements and growth, embrace innovation. <i>The above competencies are applicable to 'People Managers'.</i>