Manager Data Analysis and Insights

Strategy & Accountability Directorate, Regulatory Services, PRC

As one of Government's larger regulators, Regulatory Services aims to minimise harm and maximise benefits through effective oversight of anti-money laundering and countering financing terrorism, gambling, anti-spam and censorship regulatory systems. We are a responsive risk-based regulator that uses innovation and collaboration to maximise our impact to achieve desired outcomes for New Zealand communities.

The Manager Data Analysis and Insights is responsible for promoting and championing the value of data use and insights drawn from data analysis, to strengthen decision making across Regulatory Services. The Manager Data Analysis and Insights is also responsible for ensuring the responsive delivery of high quality data analyses, and using innovative tools and frameworks to produce relevant, clearly presented interpretations and insights which are accessible to non-technical audiences.

- **Reporting to**: Director Strategy and Accountability
- **Location:** Wellington
- **Salary range**: Regulatory J

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence

Te Tari Taiwhenua
Internal Affairs

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Working effectively with Māori

What you will do to contribute	As a result we will see
Lead and inform strategic direction through data insights • Promote and champion the value of using data to strengthen decision making across Regulatory Services • Promote good data management and governance • Develop a programme of strategic data analysis for agreement by Regulatory Services leadership team • Emphasise the importance of data interpretation, the drawing of insights and predictive analysis in the Data Analysis and Insights teams' work	• Programme of strategic data analysis has been developed and agreed by the Regulatory Services leadership team • Responsive delivery of high quality data analysis • Greater awareness and use of data analysis and insights across the Regulatory Systems • Strengthened decision making due to robust data analysis and insights
Contribute to Business Improvement and Development • Lead the team to connect data with insights to inform business improvement initiatives • Ensure appropriate data management and analysis standards, frameworks and tools are established and applied by Data Analysts in their work • Develop and support a continuous improvement culture and practice in Regulatory Services • Support and develop opportunities for collaboration on cross group and branch initiatives • Ensure operational processes and procedure documentation is developed to reflect changes to business processes and services - ensuring these remain fit for purpose • Promoting effective data management practices including adherence to relevant data standards, data validation, and data integrity	• Appropriate data management and analysis standards, frameworks and tools are established and being applied • Business improvements are being identified and acted on

What you will do to contribute	As a result we will see

People Leadership
• Provide intellectual leadership, direction, coaching and mentoring to the Data Analysis and Insights team to build capability, quality, a learning environment and promote engagement
• Ensure the Data Analysis and Insights team is led in a manner which:
    o Builds a clear and common understanding of how the team contributes to the success of the Directorate;
    o Embeds the application of best practice methods, tools and processes;
    o Builds a high performing team that embraces innovation, improvement and responsive, timely delivery
• Lead and co-ordinate the implementation and maintenance of effective business processes and practices
• Support positive employee relations by fostering a culture based on mutual respect, collaboration and team work and maintain high levels of employee engagement through effective communication and development of individual team members
• Set clear expectations, monitor team performance and provide constructive feedback and coaching to support high performance
• Ensure poor performance is actively managed in accordance with the Department's best practice processes
• Develop and maintain the team's work plan, ensuring that the resources and capability required to undertake work are in place
	• Behaviour as a people leader is in line with the Department's Capability Framework
	• The team is consistently meeting performance measures and service level agreements
	• Positive feedback from team members
	• Our talent is identified, developed and retained within the Department
	• High performing and high potential people are recruited, developed, supported and retained
	• The performance and development of team members is appropriately planned and managed in accordance with the Department's processes

What you will do to contribute	As a result we will see
Relationship Management and Communication • Build and maintain effective working relationships with managers and staff across the group and wider Department to ensure a collaborative and integrated approach • Building collaborative working relationships and encouraging common data standards, comparative efforts, and data sharing • Work with managers in the Gambling, AML and Digital Safety directorates to confirm work programmes for operational data analysis, and assign analyst resource to each of those directorates • Develop and maintain effective influencing relationships with a broad range of stakeholders across public and private sectors	• Open communication with all internal and external stakeholders • Sound skills and judgement demonstrated in building and maintaining relationships and handling difficult issues
Health and safety (for self) • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans **Health and safety (for team)** • Inform, train and equip staff to carry out their work safely • Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries • Assess all hazards promptly and ensure they are managed	• A safe and healthy workplace for all people using our sites as a place of work. • All requirements of DIA's Health and Safety policy and procedures are met.

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/ lead	Deliver to
Internal	Director Strategy and Accountability	✓	✓	✓	✓		✓
	Data Analysis and Insights Team	✓	✓	✓	✓	✓	
	Managers across Regulatory Services	✓	✓	✓	✓		✓
	Regulatory Services Leadership Team	✓	✓	✓	✓		✓
External	Government Chief Digital Officer	✓	✓		✓		✓
	Customers of Regulatory Services' services and systems and other stakeholders		✓	✓	✓		

Who you will work with to get the job done	Advise	Collaborate with	Influence	Inform	Manage/ lead	Deliver to
Other regulators		✓	✓	✓		

Your delegations as a manager

Human Resources and financial delegations	Level F
Direct reports	6
Statutory powers and restrictions	Gambling Act 2003 and Anti-Money Laundering and Countering Financing of Terrorism Act in accordance with departmental framework and guidelines

Your success profile for this role

At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is People Leader.

Keys to Success:
- Setting expectations
- Encouraging innovation
- Building effective teams
- Identifying talent and developing others
- Motivating others to achieve results
- Developing business acumen

What you will bring specifically

Experience:
- Extensive experience in analysis of data to inform business improvement
- Experience in leading a high performing team to deliver change and improvement initiatives in complex business environments, and gaining the commitment of staff to that future
- Experience leading in a technical and systems-driven environment

Knowledge:
- Knowledge of and experience working with public sector requirements, processes, codes and guidelines

Skills:
- Leadership Skills: sound leadership skills, able to lead and provide direction
- Technical skills: has advanced data analysis ability
- Analytical skills: is able to critically review substantial data sets and accurately interpret trends
- Intellectual horsepower: understands complex concepts and issues quickly
- Results focused: Ability to lead and support the development and delivery of complex analysis, business cases and reports
- Excellent communication skills – both

Your success profile for this role	What you will bring specifically
	written and oral
	• Strategic capability: the ability and desire to think beyond immediate issues, to consider the long-term and broader implications, and clearly identify what needs to be done
	Other requirements:
	• Relevant tertiary qualification
	• Ability to obtain and maintain an appropriate security clearance if required.