



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Manager Business Intelligence

### Agency Partnerships & Capability, Digital Public Service Branch

The Manager Business Intelligence leads and manages the design, development, implementation and production of forward-looking, predictive, real-time, model-based insights to create value and drive effective decision-making across the Branch, for agencies and across the system. They provide advice on where to target activity and equip the Branch and agencies with useful and informative visualisation tools to support change and assess progress.

- **Reporting to:** General Manager Agency Partnerships & Capability
- **Location:** Wellington
- **Salary range:** IT Band K

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### 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.

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### 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

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### Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.



**Te Tari Taiwhenua**  
**Internal Affairs**

## Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p><b>Membership of APC Leadership Team</b></p> <ul style="list-style-type: none"> <li>• Contribute to the leadership, strategy and operational direction of the Agency Partnership &amp; Capability Group by actively participating in the leadership and management team and being involved in appropriate forums.</li> <li>• Take joint responsibility with the rest of the APC leadership team for a ‘whole of organisation’ approach to the management of the business unit and the delivery of overall outcomes.</li> <li>• Work collaboratively with the APC leadership team as change leaders – driving the delivery of the Group’s work programme to affect the system changes required to enable a digital public service</li> <li>• Work collectively with other managers and senior leaders across the Branch to inspire a positive inclusive culture that promotes evolution, collaboration, openness and respect.</li> <li>• Demonstrate leadership for initiatives and organisational activities, modelling DIA principles and behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• An integrated approach to delivery of the strategy and work programme across the Branch</li> <li>• The Group’s strategic direction is aligned to the branch and DIA four-year plan</li> <li>• Plans are in place to ensure the Group has the workforce capability it requires now and, in the future,</li> <li>• Contribution to the prioritisation of the Groups workplan and initiatives</li> <li>• Value for money decisions are being made</li> <li>• DIA principles and behaviours are demonstrated</li> </ul>
<p><b>Functional Leadership of Business Intelligence</b></p> <ul style="list-style-type: none"> <li>• Works with and oversees the Business Intelligence team to investigate and catalogue data sources available within the Branch and externally, including their storage</li> <li>• Decides which data sources are necessary for business intelligence strategy.</li> <li>• Develops a phased business intelligence roadmap after thoroughly assessing the current state and available data and recommends affordable software and data storage options.</li> <li>• Identifies and prioritises organisational or system issues and develops key performance indicator options across the organisation and system in conjunction with stakeholders and SMEs</li> <li>• Develops and implements data and business intelligence governance and post-implementation evaluation of critical activities to ensure outcomes meet objectives.</li> <li>• Provides advice to the Branch and stakeholders on where to target activity and the tools to support this.</li> <li>• Prioritises business intelligence and analytics projects based on the best value for money using strong domain knowledge and understanding of core system and strategic objectives.</li> <li>• Manages and prioritises reporting and visualization requests.</li> <li>• Provides direction on predictive and prescriptive analytics projects.</li> <li>• Influences the Branch so its culture is data-driven and self-service analytics is encouraged.</li> </ul>	<ul style="list-style-type: none"> <li>• A roadmap is developed and aligned with the business intelligence and branch strategy</li> <li>• Recommended options for software and storage are provided to agencies based on their requirements</li> <li>• Organisational and/or system issues are identified</li> <li>• The branch is supported to focus on activity where it would get the best return</li> <li>• Reporting and Visualization is a priority</li> <li>• Data and self-service analytics are a core part of the branches culture</li> </ul>

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> <li>Enables functions and stakeholders to use business intelligence and make better and more informed business decisions for government, agencies and the Branch.</li> <li>Works with SMEs to develop data definitions where necessary.</li> <li>Leads and manages data preparation (sourcing, acquisition and integration), including ensuring data is clean.</li> <li>Identifies, validates and uses internal and external data sets generated by a diverse range of processes.</li> <li>Oversees provision of core analytics, including descriptive, prescriptive, exploratory and predictive analysis using external and internal data sources.</li> <li>Leads and manages data management, including warehousing and ETL (extract, transform and load) solutions (where needed)</li> </ul>	<ul style="list-style-type: none"> <li>Data is generated, prepared and stored effectively</li> <li>Core analytics are undertaken using external and internal data sources</li> </ul>
<p><b>People Leadership &amp; Team Culture</b></p> <ul style="list-style-type: none"> <li>Build, lead and motivate the team, ensuring that they have the appropriate skills and competencies available within the team</li> <li>Ensure the team are clear on their role, function, goals/outcomes and their contribution to APC and the Branch</li> <li>Enhance the performance culture within the team, setting clear expectations, holding people accountable and actively managing and enabling delivery</li> <li>Communicate regularly with team members to ensure they have the support and understanding they need to work at maximum effectiveness.</li> <li>Support Departmental organisational development activities, modelling expected behaviours to staff to create healthy workplace culture and engaged workforce</li> <li>Drive and enable information sharing and collaboration across SSI and between Branch business groups</li> <li>Proactively mentor, coach and support team members to develop skills, adopt new ideas and develop practices</li> </ul>	<ul style="list-style-type: none"> <li>Behaviour as a people leader is in line with DIA Capability framework</li> <li>A sense of unity and a culture of continuous improvement mindset in the team</li> <li>A team of high performers that deliver, take on big challenges and bring their skills and knowledge to the table</li> <li>Active performance management and development of staff, leading to improved delivery over time</li> <li>Clarity of role and work for individuals and the wider team</li> <li>Each team member bringing their skills and knowledge to the table</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <li>All requirements of DIA's Health and Safety policy and procedures are met.</li> </ul>
<p><b>Health and safety (for team)</b></p> <ul style="list-style-type: none"> <li>Inform, train and equip staff to carry out their work safely</li> <li>Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries</li> <li>Assess all hazards promptly and ensure they are managed</li> </ul>	

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Business Intelligence team	✓	✓		✓	✓	
	GM Agency Partnerships & Capability	✓		✓	✓		✓
	Branch managers and staff	✓	✓		✓		✓
	Managers and colleagues with planning and measurement accountabilities	✓	✓		✓		
	Manager Agency Standards & Integration		✓		✓		
External	Government agencies		✓		✓		✓
	Suppliers					✓	

Your delegations as a manager	
Human Resources and financial delegations	Level D
Direct reports	3-5

Your success profile for this role	What you will bring specifically
<p>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 <a href="#">People Leader</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>Setting expectations</li> <li>Encouraging innovation</li> <li>Building effective teams</li> <li>Identifying talent and developing others</li> <li>Motivating others to achieve results</li> <li>Developing business acumen</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Experience managing a business intelligence or analytics function or directly related area in which professional and management capabilities have been clearly demonstrated.</li> <li>Data management experience, including traditional ETL knowledge, data quality, data governance and so on.</li> <li>Reporting and visualisation experience (e.g. Microsoft Power BI, Qlik, Tableau).</li> <li>Experience of organisational deployment of business intelligence solutions, including people, process and technology factors.</li> <li>Experienced with data Science/ Business Intelligence software such as SAS and SPSS</li> <li>Experience in multidimensional data modelling, such as star schemas, snowflakes, denormalized models, handling “slow-changing” dimensions/attributes.</li> <li>Experience and understanding of a wide variety of analytical processes.</li> <li>Experience with relational (SQL) and multidimensional (MDX) query languages.</li> <li>Experience with business driven and self-service business intelligence.</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>Strong understanding of data gathering, advanced analytics and business intelligence methodologies and techniques.</li> </ul>

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"><li>• Extensive knowledge of business analysis and information management practices and protocols.</li><li>• Good understanding of statistical techniques and analysis (eg, regression and sampling).</li><li>• Good understanding of programming languages used to create data science and statistical analysis tools such as R and Python</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Able to communicate complex issues in a manner non-technical people can understand</li><li>• Relationship management skills</li><li>• Able to influence internal and external stakeholders on the value of a data driven approach</li><li>• Skilled in data analysis, manipulation, querying, profiling and visualisation to answer business questions.</li><li>• Expert in data modelling, both logical and physical.</li><li>• Proficient in current business intelligence tools and techniques.</li><li>• Conceptually and technically expert in data warehousing and business intelligence best practice.</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• A tertiary degree in information systems, data science, computer engineering, business analysis, information technology or statistics, or specialist qualifications or certification, or equivalent work experience, is essential.</li></ul>