

Job title: Improvement and Reporting Analyst	
Classification: Band 6 (no annualised)	Effective Date: December 2023
Reports to: Performance, Insights, and Improvement Lead	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The Improvement and Reporting Analyst will utilise data driven customer insights to drive change and support the delivery of business improvement initiatives to improve Council's customer experience.

Key Responsibilities

Position Specific Responsibilities

- Using data to proactively identify opportunities and drive on-going improvements to systems, processes and procedures aimed at improving customer experience.
- Integrate data across different systems to produce regular and standard reporting to measure performance.
- Conduct audits on customer related data in CRM and other key systems.
- Resolve specific customer data problems and queries.
- Provide advice in relation to best practice approaches to data management.
- Develop metrics and analyse data to support business decisions.
- Create and maintain regular reports on how the business is performing in relation to customer experience – such as KPI reporting, service delivery on time and contact centre measures.
- Embedding business areas with a strong focus on customer service.
- Develop and deliver recommendations to align processes and systems design to business stakeholder needs.
- Ensure the integrity of customer data, including customer enquiries, requests and complaints so it can be used to provide meaningful reports to assist and inform decision making across the organisation.
- Assist the Customer Service Operations Team to manage and maintain the knowledge management system, support improvements and enhancements to Council's CRM and Contact Centre System.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

- Advocate for data-driven decision making, building capability across the organisation to understand customer needs and priorities, and how Council can better meet these to improve customer experience.
- Provide specialist advice and insight to the organisation on best practice customer service and customer experience programs, systems and procedures, to support the achievement of organisational priorities.
- Support the development of policy, procedures and standards for customer experience and the design, development and delivery of new digital services.
- Produce regular reports and monitor customer satisfaction.
- Generate reports and information from relevant systems and respond to requests for customised reports.

Judgement and Decision Making

- Drive improvements to processes or procedures to improve our customers' experience or efficiency and effectiveness, with support from more senior leaders.
- Collaborate and apply sound judgement to establish criteria and processes for prioritising the design, development and delivery of operational improvements.
- Improve the quality of customer records – through ongoing auditing and cleansing of customer related data.
- Maintain the strictest confidentiality of sensitive information acquired within role.
- Make decisions within the bounds of and with the knowledge of organisational procedures and policies.
- Make rational and sound decisions based on evidence, facts and insights, considering possible alternatives.

Specialist Knowledge and Skills

- High level of proficiency with software applications including spreadsheets, databases, dashboards and presentation tools.
- Able to interpret data from a variety of sources and produce integrated reports and dashboards.
- Project management skills and knowledge, with the ability to identify, analyse and review business processes to seek opportunities for improvement to systems, processes, procedures and reporting to achieve high levels of customer satisfaction.

- Strong ability to solve problems and offer solutions, and proficient in the application of theory or best practice.
- Strong ability to lead and develop others in the use of computer applications, systems, processes and procedures.
- Understanding of the department's long term goals and organisational policies and the ability to apply them in practice.
- Strong ability to synthesise and present information in an appropriate manner for a range of stakeholder needs.
- Understanding of organisational values, and the legal and political context.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Qualifications and Experience

- Strong interpersonal and communication skills, with demonstrated ability to foster positive relationships across multiple business areas.
- Proven experience in driving change and the implementation of process improvements, with a particular focus on front-line customer service and service delivery business areas.
- Demonstrated understanding of project management frameworks, approaches, tools and phases of the lifecycle of improvement projects.
- Demonstrated experience in the collection and analysis of customer metrics, and the ability to utilise insights to identify opportunities for improvement aimed at improving customer experience.
- A passion for building empathy with Council's customers and sharing their lived experiences with Council's services.

Technology:

- Strong computer skills including a sound knowledge of Microsoft Office applications.
- High level of proficiency with software applications including spreadsheets, databases, dashboards and presentation tools.
- A working knowledge of contemporary tools for creating actionable customer insights such as Power BI, CRM and telecommunications software.
- Experienced and knowledgeable about best practice data management and reporting practices.

Interpersonal Skills

- Ability to establish and maintain effective working relationships and collaborate effectively with all levels of management, staff and customers as well as external stakeholders.
- Ability to listen to, understand and help stakeholders in adopting new solutions, technologies and practices.
- Excellent written and verbal communication skills, with the ability to clearly and confidently convey or present complex information and ideas to people with no or minimal technical background or understanding.
- Positively engage with counterparts and subject matter experts to negotiate and resolve problems for the benefit of customer experience and business efficiency.
- Ability to extract and interpret data and produce business reports.
- A producer of high quality work with a keen eye for detail.
- Flexible and able to respond to changing priorities and complete tasks within timeframes.
- A customer focussed professional with the ability to build relationships with stakeholders.
- Well-developed written communication skills, including the ability to prepare a range of correspondence and reports.

Key Relationships:

- Customer Service Team
- All Council Staff
- Customer/residents
- Senior Leadership Team
- Executive Leadership Team

Management Skills

- Allocate and manage own resources to achieve tasks and objectives within timeframes despite conflicting pressures and the flexibility to respond to changing priorities.
- Apply strong forward planning skills to schedule, progress and strategically manage projects and influence others to meet organisational deadlines and expectations.
- Ability to motivate staff and stakeholders to ensure milestone and project delivery and successful change management.
- Operate within relevant legislation and Council policies, procedures and reporting requirements.

Key Selection Criteria

- Excellent written and verbal communication skills, with the ability to clearly and confidently convey or present complex information and ideas to people with no or minimal technical background or understanding.
- Demonstrated experience in the collection and analysis of customer metrics, and the ability to utilise insights to identify opportunities for improvement aimed at improving customer experience.
- Proven experience in driving change and the implementation of process improvements, with a particular focus on front-line customer service and service delivery business areas.
- Strong project management skills and knowledge, with the ability to identify, analyse and review business processes to seek opportunities for improvement to systems, processes, procedures and reporting to achieve high levels of customer satisfaction.
- Strong ability to lead and develop others in the use of computer applications, systems, processes and procedures.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	NIL	Sitting at desk at times throughout the day	
Hand/Arm Movement Tasks involve use of hand/arms	NIL	Sitting at desk and using keyboard and mouse	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL	Standing at desk at times throughout the day	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	NIL		

Any other relevant comments: