

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Analyst, Quality Systems
Group:	Professional Practice
Reports to:	Manager Quality Systems and Analysis
Location:	Wellington
Direct Reports:	No
Budget:	No

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm, now or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that, in the right environment, with the right people surrounding and nurturing them, any child can, and should, flourish.

Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

The Oranga Tamariki way

We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

POSITION PURPOSE

Our desired future is one where we understand the quality of the work we do and the impact it has on the tamariki and whānau we work with. We regularly monitor frontline practice and the context it occurs in, to improve the services we provide and the outcomes we achieve for tamariki and their whānau.

The role of the Quality Systems unit is to support Oranga Tamariki in achieving its outcomes by providing processes, tools and analysis to support continuous improvement in its practice for tamariki and their whānau.

The purpose of the Senior Analyst role is to lead work around the provision of quality data, analysis and information to support quality assurance for Oranga Tamariki operational delivery. This role provides support across the Professional Practice Group.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Data Collection and Data Management	<ul style="list-style-type: none">– Lead and contribute to the development of questionnaires and other data collection processes, using best practice approaches and applying the most appropriate methodology– Lead or support the implementation of data collection processes (includes survey collection and administrative data extraction)– Set up and continuously improve systems and processes that enable the efficient and accurate collection of data– Design, develop and maintain databases and/or systems for organising data and information.
Analysis, Reporting, and Monitoring	<ul style="list-style-type: none">– Lead and contribute to the development of analytical products, and monitoring and reporting frameworks– Extract and analyse information in line with business rules, identifying and providing explanations for any anomalies or issues while identifying potential impacts/risks of information provided– Use statistical methods to analyse data and generate reports, including determining the most appropriate approach to best meet the needs of the business– Liaise closely with practitioners and subject matter experts to add value and to ensure the accuracy of data analysis and reporting– Provide timely and accurate information, analysis and reporting (eg, regular and ad hoc reports) to a variety of internal and external stakeholders, including the Leadership Team– Lead analytical and reporting processes, and adjust the language and content of communications to inform, influence and support intended audiences– Document, and continuously improve, analysis and reporting processes and systems– Collect, evaluate and analyse organisational data, and provide recommendations to improve the quality of practice.

Key Result area	Key Accountabilities
Support	<ul style="list-style-type: none"> – Support the Professional Practice Group and other teams across Oranga Tamariki with data, analysis, and other methodological support as required – Lead or support responses to requests for data (eg, Official Information Act requests, Parliamentary Questions) – Contribute to other areas of the work programme as agreed with the Manager Quality Systems and Analysis, and in accordance with the needs of Oranga Tamariki, your professional areas of expertise, and your personal development plan.
Continuous Improvement and Innovation	<ul style="list-style-type: none"> – Contribute to the continuous improvement of systems and processes that are used in Quality Systems and more widely across Oranga Tamariki – Find innovative solutions to improve how data is collected, analysed and presented/communicated.
Business Engagement	<ul style="list-style-type: none"> – Establish and maintain strong relationships within Oranga Tamariki, to ensure an awareness and commitment to a culture of quality and continuous improvement at all levels – Represent the Quality Systems unit and Professional Practice Group in a variety of forums and settings – Ensure communications with business units and stakeholders are timely, easily understood and meet the needs of the audience.
Mentoring and Leadership	<ul style="list-style-type: none"> – Coach, mentor, support, and assist other members of the Quality Systems unit, Professional Practice Group and the wider organisation – Demonstrate the behaviour of a leader. Create a supportive and positive environment, help others develop and achieve, and act in the interests of the team and organisation – Use initiative and provide support to the manager in their leadership of the team, by identifying opportunities to share leadership challenges and becoming a source of advice and support for others – Work creatively in a problem-solving environment, demonstrating teamwork, innovation and excellence.
Cultural Competence	<ul style="list-style-type: none"> – Ensure your work reflects our Māori cultural framework and, where necessary, seek guidance and feedback about this – Demonstrate understanding of, and commitment to, our Māori cultural framework.
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> – Actively and positively participate as a member of the team – Proactively look for opportunities to improve the quality of practice of Oranga Tamariki – From time to time, you may be required to perform other reasonable duties as requested by your manager – Comply with and support all health and safety policies, guidelines

Key Result area	Key Accountabilities
	<p>and initiatives</p> <ul style="list-style-type: none"> – Ensure all incidents, injuries and near misses are reported into our H&S reporting tool – Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known – Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct – Demonstrate a commitment to, and respect for, the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> – Other members of the Quality Systems Unit – Other teams within the Professional Practice Group – The Oranga Tamariki Evidence Centre – Business Information team – Oranga Tamariki operational managers and leadership – Other Oranga Tamariki staff, such as Practice Leaders and National Office subject matter experts.
External	<ul style="list-style-type: none"> – Ministry of Social Development – External bodies involved with the independent review of Oranga Tamariki – Other government departments and social sector agencies – Overseas jurisdictions where appropriate – External data agencies and/or bodies that would provide support where appropriate.

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> – An appropriate, relevant tertiary qualification and/or a high level of relevant equivalent experience in data analysis, reporting and information management is desirable.
Experience	<ul style="list-style-type: none"> – Managing the collection of data, from engaging with respondents/data sources to back-end data management – Extracting, manipulating and cleaning raw data to make it fit for use – Providing information and analysis from a range of large and complex datasets, to make a difference by providing insights and recommendations and to support decision making – Engaging and building relationships with stakeholders in order to understand and be responsive to their needs

	<ul style="list-style-type: none"> – Communicating information to a broad range of audiences using a variety of approaches – Responding to data and information requests. <p>Preferred</p> <ul style="list-style-type: none"> – Survey development methodology, including information needs analysis, questionnaire design, sampling design, and development of associated IT tools to collect data – Presenting information using dynamic data visualisation tools (eg, SAS VA, Power BI, Tableau, R Shiny) – Experience of analytics with social sector data or in a government setting – Practical project management experience or experience overseeing and prioritising workflow in a busy operational environment.
Skills/Competencies	<ul style="list-style-type: none"> – Excellent analytical skills – an ability to analyse data to determine key facts, trends and issues, and present robust analysis and conclusions – Ability to translate and communicate (verbal, written, interpersonal) information and analysis into outputs that can be readily interpreted by operationally-focused and non-technical people – Ability to build effective working relationships within the team (ie, a team player) and across the business (ie, client centred) to achieve desired outcomes – Strong strategic thinking and the ability to link strategy into daily work and outputs – Highly developed time management skills, including the ability to manage conflicting and concurrent activities, and meet tight timeframes – Understanding and appreciation of cross-cultural issues and concerns, in particular knowledge of tikanga Māori and Pacific peoples' cultures – Ability to use statistical analysis software and associated programming languages to manipulate and analyse data (eg, SAS, SPSS, R, Python) – High degree of expertise with Microsoft Office (especially MS Excel). Understanding of VBA an advantage.