# Ministry of Social Development logo

## Analyst Insights

## Insights MSD

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake 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.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakeke  Kei hea te kōmako e kō?  Whakatairangitia, rere ki uta, rere ki tai;  Ui mai ki ahau,  He aha te mea nui o te ao?  Māku e kī atu,  He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush  Where will the bellbird find rest?  Will it fly inland, fly out to sea, or fly aimlessly;  If you were to ask me,  What is the most important thing in the world?  I will tell you,  It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

The Analyst Insights is expected to have strong technical and analytical skills, underpinned with a strong base of knowledge about the Ministry, or the ability to learn quickly, and excellent communication and relationship skills. The Analyst Insights role develops business intelligence, reporting and analytical solutions to support MSD's operational, policy and management teams as well as the New Zealand Public. The role requires close working relationships with a broad range of stakeholders including the Ministers Office, senior leadership and the public to provide evidence for key decisions that affect the lives of all New Zealanders.

The Analyst Insights is responsible for producing reporting, proactively monitoring statistics and identifying issues or opportunities. They are also responsible for developing narratives, commentaries and stories to help stakeholders contextualise the statistics, inform decision-making, and design the appropriate solutions to meet those requirements. They will be confident in exploring data, identifying the key insights or trends, and be able to succinctly summarise the findings into a suitable output, effectively bridging the gap between the end user and MSD's administrative data.

### Location

National Office, Wellington

### Reports to

## Manager Income & Housing Insights

## Key responsibilities

### Reporting and analysis

* Extract and analyse data and trends from MSD’s administrative data in a timely manner, as required to support official reporting
* Compile insights to help inform decision-making
* Work closely with and guide business users to deliver high quality data, insights, and visual analytics/reporting products
* Manage the delivery of information products, ensuring deliverables remain within the requirements scope and timeframes
* Ensure alignment with data governance and data management principles across all analysis
* Contribute to the quality control principles and peer review processes.
* Contributing to the development and review of business rules and proposals and providing analysis and information to projects elsewhere in the business
* Support testing as part of development activities, in conjunction with testing and business resources, as required
* Any other duties as required to support the wider data teams.

### High quality advice and support

* Providing high quality accurate and objective analysis and advice within specified timeframes
* Leading the development of narratives, commentaries and stories to help stakeholders contextualise the statistics and inform decision-making.
* Providing support or advice to questions from a range of sources including senior leadership, the Minister's office, wider government and other MSD teams.
* Understanding the limitations of data held in the Ministry’s systems, providing advice on its reliability and reflection of operational practice
* Providing advice on the best use of available data to address different business issues
* Ability to present information in a clear, concise format for the non-technical user.

### Systems information and development

* Extracting, validating, formatting and analysing information as part of established business reporting processes
* Identifying business need and producing appropriate ad hoc reports in response to requests for information
* Undertaking research, collating, synthesising and relating facts, and general concepts, evaluating alternatives and presenting the findings in support of decision-making processes.

### Project Management

* Manage work and priorities within an agile delivery framework.

Contribute to other areas of the work programme as agreed with your manager in accordance with the needs of the Ministry, your professional areas of expertise, and your personal development plan.

### Relationship Management

* Foster a strong working relationship with key partners and stakeholders across MSD and wider government including
* MSD's operational, policy, communication/media and management teams, and wider government including the Ministers Office.
* Work with colleagues, Data Engineers, and Principal Advisors to ensure solutions fit into the wider data landscape
* Engage regularly with stakeholders to facilitate strong and positive communication channels
* Proactively engage with stakeholders to assist and promote understanding and implications of analytical information.

### Team and Individual Performance

* Contribute positively to the team environment to support achievement of individual and team goals
* Participate in the development and operation of projects which include team members and wider service delivery as required
* Identify and act on personal learning and development opportunities.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Relevant tertiary qualification (particularly Economics, Social Sciences, Computer Science, Maths, Statistics, or Operations Research) or equivalent experience.
* Proven experience delivering high quality analysis, insight or advice that is readily interpreted and actioned by highly operational areas and non-technical audiences.
* Technical computer and data manipulation skills and the ability to analyse complex data from a wide range of sources using the appropriate tools
* Experience using statistical software packages such as SAS, R or other similar software
* Experience with visual analytics tools (e.g. SAS VIYA, PowerBI) and the ability to create stories from data
* Respond rapidly to publicly accessible and externally published requests for information including OIAs and PQs with high levels of accuracy
* Strong base of knowledge about MSD’s systems, processes, and the dynamics of the delivery activities of the Ministry’s business lines
* A good understanding of the policy development process, parliamentary processes, and the workings of legislation.
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience).
* Strong relationship management skills, with an ability to build trust
* Knowledge of Agile delivery methods
* Excellent time management and attention to detail
* Ability to work collegially in a high performing, rapid delivery team

## Attributes

* Strong analytical skills
* Strong partnership builder
* Strong client focus
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Business acumen
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Group General Manager, Insights
* General Manager, Evidence and Effectiveness
* Performance and Reporting teams
* Insights MSD
* Other Ministry Staff

### External

* The Minister’s Office
* Social sector agencies and government departments
* Social Policy academic communities within New Zealand
* New Zealand and social policy academic communities
* Networks with iwi, and Māori interest groups
* The Public, local government and community groups

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker – No

Limited ad hoc travel may be required

**Position Description Updated:** July 2024