# Disability Support Services and Ministry of Social Development, Te Manatū Whakahiato Ora

# Senior Data Analyst

## 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

|  |  |  |
| --- | --- | --- |
| 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 and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

|  |  |
| --- | --- |
| 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 role’s primary purpose is to undertake analysis, strategic advice and insight development based on information contained in the data sets the quality team holds, as well as linking to other data sets within Disability Support Services. The role is responsible for producing reports for internal and external use, and working with the disability community to ensure the analysis and insights are useful and accessible. The role is responsible for producing, reporting, and proactively monitoring statistics and identifying issues or opportunities. They are also responsible for developing narratives, commentaries and stories to help stakeholders contextualise the statistics and use them to inform decision-making and better design the appropriate solutions to meet requirements.

The quality team gathers, analyses and develops insights to inform improvements to disability services and the disability system. The quality data includes complaint, incident and death data, audit & evaluation data and information collected as part of service quality assurance.

The role will require strong and highly developed technical, analytical and problem-solving skills, and proven experience working with person-centred quantitative and qualitative data. You will be able to identify key insights and trends and succinctly summarise findings into useful and accessible outputs for both technical and non-technical audiences.

### Location

Various

### Reports to

Manager Quality Assurance

## Key responsibilities

High quality data analysis and reporting

* Working alongside teams in DSS by providing high quality advice, support and data analysis on key projects, ensuring that any deliverables remain within the required scope and timeframes.
* Develop and implement robust data extraction, cleaning, transformation, and analysis processes.
* Design and deliver high quality insights and reporting products that meet the needs of DSS, the disability community and key stakeholders, presenting information in clear, accessible, and concise formats for both technical and non-technical users
* Providing data and analysis and ad hoc reports in response to requests for information, such as to support DSS projects, OIAs, Ministerial and Ombudsman requests
* Contributing to the effective implementation of key pieces of work in a collaborative way across the team
* Actively provide and respond to peer review
* Build an understanding of DSS including key strategic issues and policies
* Understanding data held in DSS systems, including its limitations. Providing advice on reliability and useability, whilst striving for continuous improvement to data and data practices.
* Providing advice on the best use of available data to address different business needs

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
* Contribute to continuous improvement of processes, tools and frameworks within the wider team
* Extract and analyse data and trends from DSS administrative data in a timely manner, as required to support official reporting and decision making
* Provide advice and lead improvements to improve data, systems, and reporting

Project Management

* Manage work and priorities to ensure efficient workflow and timely completion of objectives
* Contributing to substantial work programmes on a broad range of issues
* Contribute to other areas of the work programme as agreed with your manager in accordance with the needs of DSS, your professional areas of expertise, and your personal development plan

Relationship Management

* Work with data requesters to define user requirements, extract accurate data from relevant systems and provide insights and information
* Take a leadership role in coordinating input from team members and other contributors to ensure solutions fit into the wider data landscape and meet the business need
* Working with colleagues to ensure solutions fit into the wider data landscape
* Engaging regularly with stakeholders to facilitate strong and positive communication channels
* Build collaborative and positive relationships across DSS, disability community partners and external stakeholders to inform how analytical information and insights are presented, and to assist and promote understanding and implications of analytical information
* Actively manage issues and concerns by developing a partnership approach with stakeholders

Mentoring

* Contributing to the development and mentoring of other Analysts
* Supporting the Manager in technical advice and best practice

Team and Individual Performance

* Contributing positively to the team environment to support achievement of individual and team goals
* Participating in the development and operation of projects which include team members and wider service delivery as required
* Identifying and acting on personal learning and development opportunities

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## 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

* Tertiary qualification in relevant field and/or equivalent experience
* Demonstrated experience in data analysis, systems analysis, solutions design and project management. Highly developed analytical and problem-solving skills.
* Highly developed written and oral communication skills
* Strong problem solving and decision-making skills - able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and make sound decisions based these considerations
* Highly developed skills and experience in designing and delivering high quality insights and reporting products for internal and external use, including presenting analysis and information in a clear, accessible, and concise format for non-technical users.
* Proven experience in using R or similar tools
* Advanced proficiency in Microsoft Excel, including complex formulae, Power Query, VBA
* Experience in building dashboards and analysis using business intelligence tools like Power BI, Qlik Sense or Tableau
* Experience working in or alongside the Disability sector is desirable
* Broad knowledge of business systems. Strong base knowledge of DSS systems and processes..
* Understanding of the Enabling Good Lives approach
* Knowledge and understanding of Te Tiriti o Waitangi, the UN Convention on the Rights of Disabled Persons, the UN Convention on the Rights of the Child and the UN Declaration on the Rights of Indigenous Peoples

## Attributes

* Excellent time management and attention to detail
* Ability to work collegially in a high performing team
* Proven ability to establish and build effective cohesive relationships and partnerships with a variety of stakeholders to achieve mutually beneficial outcomes
* Advanced planning and organisational skill with the ability to multi-task, escalate as appropriate, and prioritise work on a daily basis while ensuring follow-up on other issues continues as necessary
* Strong research, numerical, planning and organisational skills
* Ability to manage work priorities
* Ability to engage others and lead with influence
* Commitment to achieving ambitious goals
* Ability to work under pressure and to meet regular and no latitude deadlines
* Exercises sound judgement and political sensitivity
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
* Ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion
* Organisational and environmental awareness with the ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Strong communication skills
* Flexible, adaptable and pragmatic
* Client focus
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* Quality Assurance & Improvement team
* Disability Support Services Business Group
* Analysts in other teams across DSS

### External

* DSS disability community partnership groups
* Disability support contracted providers and sector groups
* Other quality regulators: Health and Disability Commissioner, Health Quality and Safety Commission, Ombudsman and Manatū Hauora
* Other Government agencies, including Te Whatu Ora, Manatū Hauora, and the HDC

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** August 2025