

Role description for Manager - Business Intelligence & Performance

Branch	Passenger Transport Integration	Division	██████████	Unit	Finance and Performance
Location	Brisbane	Closing date	Tuesday, 01 February 2022	Vacancy ref	QLD/402530/22
Classification	AO8	Fortnightly Salary	\$4,970.90 - \$5,257.60	Contact	██████████
Basis of employment	Permanent	Annual Salary	\$129,687 - \$137,167	Telephone	██████████
Special Conditions:					
<ul style="list-style-type: none"> This is a permanent opportunity commencing ASAP. Applications for this role may be used to appoint to similar vacancies for a specified period up to 12 months after the closing date of the initial vacancy. Any Priority Transferees who apply will be assessed on the basis of suitability. 					
<p>We are seeking a high performing and innovative Manager and technical lead – Business Intelligence and Performance to contribute to our vision:</p> <p><i>Creating a single integrated transport network accessible to everyone.</i></p>					

Working at Transport and Main Roads

Transport and Main Road's (TMR) vision is to create a single integrated transport system accessible to everyone. We move and connect people, places, goods and services – safely, efficiently and effectively. The driving force behind all of these things are our people. We employ over 8500 dedicated employees who share a common value – to drive positive change and to make a difference.

TMR actively encourages teamwork and innovation. You will work for an organisation which offers professional development, a variety of interesting work state-wide, a safe, healthy and secure workplace and flexible work and lifestyle options.

Follow TMR on LinkedIn, Instagram, Facebook and Twitter.

Customers first

Ideas into action

Unleash potential

Be courageous

Empower people

Your opportunity

In the role of **Manager and technical lead – Business Intelligence and Performance**, you will be a valuable member of the Finance and Performance team and will contribute to TransLink Division's strategic purpose of Connecting Queensland through the delivery of customer focussed passenger transport services. You will work in a rapidly evolving environment to ultimately lead performance management of passenger transport operations in Queensland.

As **Manager and technical lead**:

- You will have the capability to lead a team of technical specialists in cloud technology, data science, data engineering, transport modelling, data analysis and data visualisation, providing technical guidance and mentoring.
- You will have the ability to quickly identify meaningful and relevant trends using performance metrics to derive insights from complex and substantial data sets.

Drive the journey



**Queensland
Government**

- You will have the capability to lead and contribute to the investigation, analysis, design and implementation of TransLink's cloud data and analytics platform, including solution and data architecture, data warehousing and business processes that are cost optimised.
- You will be a self-motivated and driven stakeholder connector with the ability to work collaboratively to solve business challenges.
- You will have an awareness and understanding of the passenger transport environment and issues and will make recommendations that drive passenger transport contract, planning and operational performance and accountability to improve our customer's experience.
- Your communication skills will enable you to translate complex analytical insights into clear and actionable recommendations for the business.

Accountabilities include:

- Lead the provision of network performance and customer travel behaviour analytical and reporting products and services across TransLink to optimise network performance, customer experience and revenue generation.
- Oversee the development and implementation of cloud solutions to ingest, integrate and make available data from a range of source systems, to support BI&P products, including high quality and secure data marts for enterprise-wide use.
- Manage team priorities across a program of work in order to support a number of simultaneous projects and other key strategic priorities.
- Work at a project level to lead the development of new models, analytical tools, and dashboard products, including the ongoing evolution of the team's cloud data and analysis platform in line with stakeholder requirements and TransLink priorities.
- Develop strong relationships with internal, departmental and external stakeholders (including but not limited to data and technology management companies, state transit service operators and government transport jurisdictions across the country).
- Leveraging your professional networks, gather information from a variety of data sources to undertake objective, systematic analysis and provide recommendations / insights on key performance indicators and resolution strategies to ensure effective and accountable passenger transit operations.
- Probe complex and extensive data sets to draw out key information to prepare presentations, reports and submissions to leadership and stakeholders, communicating concepts clearly and tailored to the audience.

This position reports to the **Director - Business Intelligence and Performance** and has seven direct reports – two Principal Data Scientists, one Principal Data Engineer, one Senior Data Scientist, one Senior Data Engineer and two Advisors.

Is this role for you?

The information in this section outlines the basis of assessment of your suitability for the organisation and the role.

Desirable technical requirements:

- Tertiary qualifications at the degree level or higher in Computer Science, Technology, Statistics, Modelling, Mathematics, Economics, Engineering, Transport Planning, Geospatial Information System (GIS), or a numerate discipline would be an advantage.
- Experience in designing, developing, and implementing transport models and data models using cloud-based data and analytics technologies, program languages and statistical software tools (such as Amazon Web Services, Python, Glue, Athena, Matillion, Snowflake and Alteryx).

Role/occupational capabilities:

This role maps to **Team Leader**

Appointments in the public service are based on merit. We will assess your merit for this role by looking at what you have done previously – the knowledge, skills and experience you have built, your potential for development, and your personal qualities. We will consider how well you:

- **Vision**
 - Stimulates ideas and innovation – Supports the team to generate actionable insights from data and empowers the use of technology to drive new efficiencies
 - Leads change in complex environments - Empowers others to understand and embrace change by communicating openly about the rationale and intended outcomes
- **Results**
 - Develops and mobilises talent - Implements development plans with direct reports to address skill and knowledge gaps and enhance the capabilities they require for current and future roles. Encourages self-reflection, and provides clear, timely and accurate feedback on progress against agreed goals
 - Builds enduring relationships - Initiates two-way collaborations by providing information and advice in a timely, proactive and non-technical manner, supporting the team to do the same
 - Drives accountability and outcomes – Works with the team to develop shared objectives and clear indicators for success, empowering others to take ownership for the delivery and quality of outcomes achieved
- **Accountability**
 - Pursues continuous growth - Embraces opportunities to expand knowledge and experience through networks, new assignments and development avenues
 - Demonstrates sound governance - Promotes integrity in the management and use of processes and resources, ensuring others have the information and training they need for successful implementation. Works with the team to evaluate options and develop appropriate plans to mitigate risks.

Your application

Please provide the following information to the panel to assess your suitability:

- Your CV or resume (maximum five pages)
- Cover letter (maximum two pages) outlining how your knowledge, skills, experience and attributes meet the capabilities listed under 'Is this role for you'.

Submit your application:

- Applying online through the SmartJobs and Careers website www.smartjobs.govnet.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart Jobs and Careers website. You will need to create a 'My SmartJob' account before submitting your online application.
- By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
- All role descriptions and selection processes are required to be aligned with Leadership Competencies for Queensland (LCQ). For more information about the LCQ, visit <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.
- If you experience any technical difficulties when accessing www.smartjobs.govnet.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

- If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.
- Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange.
- Hand delivered applications will not be accepted.

Additional information

- For more details about our organisation visit our website www.tmr.qld.gov.au/About-us.
- TMR is an inclusive organisation which embraces diversity of thought, culture, life experiences and people to ensure we reflect the communities we serve. We are committed to building an environment in which all our employees can feel valued, included and empowered to bring their different perspectives, beliefs, ideas and cultures in creating a workplace of innovation and opportunity.
- Employees may be required to work in any other location as determined by business needs.
- You may be requested to undergo employment screening (for example a criminal history check) as part of our selection process.
- For more information about the role, its priorities and the organisational context please refer to the contact listed at the top of the role description.
- To be eligible for permanent appointment to the Queensland Public Service applicants must provide proof of Australian citizenship or permanent residency. To be eligible for temporary appointment applicants must provide proof that they can legally work in Australia.
- In accordance with Section 52(3) of the *Public Service Act 2008* and Public Service Commission Directive Early Retirement, Redundancy and Retrenchment, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- In accordance with the Public Service Commission Directive Voluntary Medical Retirement, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- Probationary periods apply to successful applicants external to the public sector.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at <http://www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf>
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

