

JOB DESCRIPTION

JOB DETAILS

Job Title: Assistant Director, Analytics & Insights

Job ID: Band439

Classification: Band 4

Classification Date:
(MM/DD/YYYY)

Branch: Corporate Planning and Performance
Insights

Unit: CRP-Corp Plan & Perf Insights

Reports to: Director, Corporate Planning and
Performance Insights

Security Screening: Yes

Union/Excluded: Excluded

BRANCH DESCRIPTION

The Planning and Performance Insights branch provides a wide range of services to the corporation. The team is responsible for designing, implementing and leading planning processes to ensure that organization outcomes are realized. The team helps develop and maintain our strategic and divisional plans and coordinates their actions and goals into individual performance plans. The team helps management develop communication plans for strategic and divisional plans to the organization and stakeholders. The team assists business owners in development of business cases and facilitates their prioritization and helps the business owner report on their achievement. The team prepares a variety of dashboards, reports and scorecards for both management and the corporate board, such as budget reporting. The team advises and facilitates insights as to the dashboards, reports and scorecards meaning. The team provides support in execution of the strategic and divisional plans by providing purchasing and procurement advice and services.

JOB SUMMARY

The Assistant Director, Analytics & Insights oversees the management of the corporate reporting and analytics functions including translating data into insights to allow trustees, executives, management, staff and stakeholders to make evidence based business decisions. The role is responsible for measurement of corporate performance, reporting services, and analytics ensuring alignment of these functions with the corporate strategic plan. This role provides research, statistical reports and data analysis to clients across the corporation to inform future business decisions.

JOB RESPONSIBILITIES

Required:

- Develop, implement and evaluate performance standards and metrics at a strategic and operational level
- Participates in the development of strategic plans and roadmaps related to reporting, research and analytics
- Leads development of tactical roadmaps and plans to mature the reporting and analytics program
- Manage the evolution and delivery of effective business measurement, reporting services, and analytics for core business activities
- Recommend changes to processes, procedures and policies to ensure adequate data collection and maintenance to meet data standards to support strategic and operational reporting and analytics needs.
- Manage national and international benchmarking activities with industry peers, including research and recommendation of best practice implementation.
- Lead the quality assurance function to ensure externally published data and statistics are accurate and contextually correct
- Act as business lead on projects to support the acquisition, extraction, transformation, and loading of data to a centralized data repository for internal and external data sources
- Oversees development and maintenance of the enterprise data warehouse
- Participate in the establishment of branch and program service standards, measurement and continuous improvement to support branch and program operational efficiency.
- Oversee quantitative and qualitative research to measure the effectiveness of service delivery to internal and external stakeholders
- Oversee training and development of data and analytics skills throughout the organization
- Supervises staff including assignment of work, performance plans and reviews, approval of leave, address performance/behavioural issues, initiation of discipline processes and responses to grievances.
- Manages talent attraction, onboarding, development, deployment and retention.
- Provides strong, effective and highly visible leadership to capitalize on the full potential of the team, ensuring that all employees are motivated and guided to contribute fully to the realization of the corporation's purpose, goals and objectives.
- Provides coaching to staff in relation to their performance, career development, profession and associated methodology(ies).
- Establishes and maintains effective working relationships with internal stakeholders, external agencies and organizations, and the private sector.

EDUCATION

Degree/Diploma Obtained

Program of Study

- Related degree or diploma; or equivalent combination of education and experience.

EXPERIENCE

Years of Experience

Type of Experience

- Minimum of 5 years' experience in management of multi-disciplinary staff
- Minimum of 3 years' experience in reporting and analytics field, with preference for 5 or more years
- Experience in project development and delivery with a multi-disciplinary team
- Experience balancing competing priorities and negotiating solutions

Preferred Experience

- Experience with Microsoft SQL, Analysis Service (SSAS), Integration Service (SSIS), Reporting Service (SSRS) and data reporting and visualization (Power BI)

KNOWLEDGE, SKILLS & ABILITIES

- Extensive knowledge of measurement, reporting and analytics practices and processes
- Demonstrated leadership skills with an ability to motivate and influence others and work in a changing environment
- Proven success in managing a business area including managing operations, staff and budgets
- A track record for developing creative and strategically sound solutions and demonstrating excellent judgment
- Proven client relationship management skills with the ability to broker healthy relationships across the organization (enterprise through operational levels) to further achieve the corporate goals.
- Strong interpersonal and negotiation skills with the ability to facilitate resolutions to conflict situations through consensus building and influencing.
- Strong verbal and written communication skills with the ability to communicate complex concepts clearly and credibly with varied audiences.

CORE COMPETENCIES

Navigating Change L3

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Creates a culture that encourages change, innovation and improvement.
- Applies change management models, principles and practices.
- Translates change strategies into specific direction and focus.
- Adapts existing goals, plans and processes, or develops new ones to respond effectively to the change.
- Removes barriers to change.

Embracing Learning L4

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Establishes and continues to reinforce a corporate strategy regarding employee development.
- Identifies knowledge and skill gaps to meet corporate strategy.
- Ensures development of high potential talent across the corporation.
- Actively works on continuous self-improvement.
- Self-evaluates to improve self-awareness.

Enabling & Inspiring L3 - Leading Others

Motivating, supporting and enabling others to succeed.

- Gives responsibility to staff based on their competence and capability.
- Creates an environment where others strive for improved performance and productivity.
- Demonstrates respect and effective collaboration as a model for the organization.
- Cultivates an environment of enthusiasm and optimism within the team and across the organization.
- Integrates the contributions of others into organizational initiatives.

Client Orientation L3

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
- Represents client needs to more senior management.
- Provides advice on complex problems and initiatives.

Accountability L3

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes standards and measures to achieve desired results.
 - Allocates resources and assigns responsibilities to achieve organizational objectives.
 - Supports others in driving behavioural and performance expectations.
 - Entrusts others with responsibility for achieving results.
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Inspiring Trust L4

Inspiring confidence by demonstrating integrity and building credibility.

- Builds an environment that encourages open and honest dialogue.
 - Demonstrates visibility and accessibility to staff throughout the organization.
 - Conveys difficult messages openly and honestly.
 - Inspires trust and confidence in the organization among key stakeholders and the public in general.
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Leadership Courage L3 - Leading Others

Saying and doing the right thing despite potential risk.

- Acts with the courage of his/her convictions without guarantee of success or reward.
 - Recognizes competing viewpoints/interests and seeks common understanding and/or solutions.
 - Reassesses position in the face of justified resistance.
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Decision Making L3

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Guides responsible risk taking as part of the decision making process.
 - Makes complex operational decisions based on best available information.
 - Balances competing priorities in reaching decisions.
 - Factors key stakeholder perspectives in making decisions.
 - Overcomes obstacles to reach timely decisions.
 - Ensures decisions are consistently applied across the organization.
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Organizational Focus L3

Aligning work priorities, processes and practices to achieve the strategic direction.

- Demonstrates an understanding of interdependencies across the organization (i.e. systems thinking).
 - Responds to emerging trends with initiatives that are aligned with the organization's strategy.
 - Translates strategic goals into specific operational initiatives.
 - Ensures work unit objectives are aligned with the strategic goals.
 - Balances short term needs of the organization and its people with the achievement of longer-term goals and strategies.
 - Applies understanding of organizational context in dealing with complex issues.
 - Aligns business operations across the organization.
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Insight & Impact L3 - Leading Others

Understanding self and others in order to be a positive influence as a leader.

- Considers competing interests to address key concerns and to achieve desirable outcomes.
- Demonstrates self-assurance/confidence in own core beliefs and values while maintaining connection with others.
- Manages one's emotions sufficiently to allow for, and invite, different perspectives and opinions