

**Position Description**

**Senior Tableau Report Developer**

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| **Location:** | National Office - Melbourne |
| **Department:** | Data and Performance |
| Level: | HS5 |
| **Employment Type:** | Maximum-term, Full time |
| **Approved By:** | Julia Smith |
| **Date Approved:** | November 2017 |
| **Agreed By:** |  |
| Date Agreed: |  |

##### HEADSPACE PURPOSE

To build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

##### HEADSPACE VALUES

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

* Innovative – We have the courage to explore new ideas and take new approaches
* Collaborative – We bring the right people together to get the best result
* Inclusive – We respect and value diversity and believe everyone counts
* Passionate – We are dedicated to making a difference in the lives of young people and their families
* Responsive – We listen to community needs and deliver on expectations to achieve great results

##### POSITION SUMMARY

The Senior Report Developer supports the activities of the Data and Performance team, Research and Evaluation Division and other divisions as required, by providing value-add business reporting capability development to **headspace** centre network, Primary Health Network (PHN)s and other internal and external stakeholders.

The role will consult across the organisation divisions and headspace National Office (hNO) and the **headspace** centre network and PHNs to identify user needs, develop reports and data visualisations that enhances existing support to centres and PHNs.

##### POSITION CONTEXT

The collection and reporting of national service activity and associated data, is a primary function of the organisation. The data collection and reporting provides statistics on **headspace** service activity at national, state, PHN and **headspace** centre levels, and key performance indicator reporting for the monitoring, review, evaluation and planning of the **headspace** program.

Reporting to the Business Engagement and Support Lead, this role delivers diverse reporting projects across all areas of hNO and liaises with all levels of staff and management, in addition to external stakeholders.

The role requires ability to deliver high quality reports, dashboards and data visualisations that meet business requirements, are easy to use and understand by non-technical end users and provide high value to internal and external business stakeholders.

##### KEY RESPONSIBILITIES/OUTCOMES

Under the direction of the Business Engagement and Support Lead, this role will:

* Consult extensively with internal and external stakeholders to define user needs and requirements, and to provide reporting and data visualisation services.
* Coordinate and facilitate the design, translation and delivery of data and reporting solutions using different tools and techniques.
* Collaborate with internal and external subject experts in the development and delivery of reporting solutions.
* Produce creative data visualisations and intuitive graphics to present data in a way that is easy to consume
* Design and fully automated reporting solutions that minimise ongoing support and deliver information to end users in timely manner
* Support and collaborate with other divisions in the design, development and delivery of reporting and analysis solutions as required.
* Other duties consistent with the position where required and/or requested.

##### SELECTION CRITERIA

The following criteria must be met for consideration for this position:

## Essential

* Tertiary qualifications in a relevant field. (e.g. Information Systems, Business, Health, Economics).
* Proven track record in consulting and in building and maintaining effective working relationships with range of stakeholders
* Demonstrated ability to interpret data and provide ongoing reports and dashboards to business stakeholders at different levels in the organisation
* Demonstrable ability to deliver work assignments/projects on time and to agreed requirements.
* Proven ability to work proactively with a use of initiative and early escalation of issues
* Strong organisational and time management skills.
* Excellent written and verbal communication skills.
* Ability to work both independently but also within a collaborative team environment.
* Excellent knowledge and experience using various database solutions, in particular Microsoft stack
* Exceptional and demonstrated analysis and report development skills using Tableau (Desktop, Server and Tableau Administration)
* Advanced computer skills required for Windows Office programs including Word, Excel, PowerPoint and Project, in addition to Outlook and web based applications.

## Desirable

* Experience using other reporting tools, eg PowerBI, Qlik, etc
* Experience in the health sector, particularly youth mental health, leading to a broad understanding of the mental health service system in Australia
* Business/commercial acumen.

##### POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation’s policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

* be respectful towards the organisation, colleagues, clients and the general public
* be cognisant with and uphold the objectives and philosophy of **headspace**
* act collaboratively with all colleagues
* act in a safe and responsible manner at all times