



Position Description – Business Intelligence Advisor

Position Details

Position Title:	Business Intelligence Advisor
College / Portfolio:	Operations Portfolio
School / Group:	Property Services
Campus Location:	Based at the City campus, however may be required to work and/or be based at other campuses of the University
Classification:	HEW 7
Employment Type:	Continuing
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

Property Services Group

Property Services Group is located within the Operations Portfolio which is the services nucleus of RMIT and the focus for the development of the finance, people development, infrastructure and systems that provide administrative capacity to the University.

Property Services has approximately 100 staff and the responsibility to operate, maintain and enhance the buildings owned and leased by RMIT University, oversee construction projects and ensure the provision of physical facilities services.

The group has an operating budget in excess of \$80M and prospective capital projects over \$50M per annum for the next few years in Melbourne and Vietnam. RMIT's built environment involves approximately 110 buildings in Melbourne spread across RMIT's campuses and sites.

Property Services consists of the following branches:

- Facilities and Asset Management (including Security)
- Capital Works
- Campus Planning and Services (including Timetable Service)
- Reporting and Compliance

For additional information see: <http://www.rmit.edu.au/propertyservices>.

Position Summary

The Business Intelligence Advisor is responsible for development and implementation of comprehensive systems and processes to enable the identification and capture of key property performance data and information.

This role undertakes detailed analysis of data and information to facilitate high quality and valuable insights to improve operational business performance. The Business Intelligence Advisor will coordinate and execute the compilation of all required reporting across all business units within the Group, inclusive of reports directed to both internal and external stakeholders, ensuring alignment of Property Services metrics to Portfolio and Enterprise metrics.

Reporting Line

Reports to: Senior Manager, Quality & Compliance

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Provide support to Property leadership team in meeting their reporting obligations to the university Executive and other Property Services stakeholders.
- Coordinate key data and metrics to assist the Property leadership team to maintain oversight of key operational activities including quality, compliance, performance, insights and corrective actions.
- Provide advice to the Property leadership team on efficient and effective data capture, storage, reporting and insights and implement recommended solutions.
- Lead the development and integration of the NPS and Customer Experience metrics and methodology to ensure a robust and best practice approach is in place (aligned to broader enterprise practices) and enable the Property leadership team to understand areas of improvement and track effectiveness.
- Support the Property leadership team in the development and coordination of annual operating plans including connection with enterprise strategy, deliverables and metrics.
- Identify opportunities for the development and application of contemporary methods of reporting utilising current or other contemporary technology and tools.
- Assist in preparing reports to meet all RMIT TEFMA, Uniforum and ISO certification reporting obligations (and others as required).
- Provide specialist reporting advice on any other services, quality & HSSE impacts as required.
- Identify and implement improvements to drive single source of truth reporting.
- Identify opportunities to consolidate data analytics and achieve efficiencies in data access, management and use.
- Provide support to all operational areas of Property Services in relation to data analytics, insights, reporting and dashboards as required.
- Create and maintain relationships with the University Data & Analytics team to improve coordination and alignment of Property Services reporting to support wider University Executive requirements.

Key Selection Criteria

1. Significant demonstrable experience in preparing multi-disciplinary business intelligence and performance reports.
2. Experience in developing dynamic performance metric-based dashboards.
3. Demonstrated excellent written and verbal communication skills, including use of current technology and presentation software required for both reporting and presentation preparation on business performance metrics suitable for an executive team audience.
4. Exceptional skills and experience utilising software packages, specifically advanced spreadsheeting.
5. Experience in similar function within a Property team will be highly regarded.
6. Demonstrated strength maintaining collaborative professional engagement with both the Senior Leadership Group and support staff to deliver on common goals and objectives.
7. High level knowledge and capability in Microsoft PPM (Project Online, Project Server, SharePoint).

Qualifications

Relevant data analytics qualifications and experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working with Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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