

POSITION DESCRIPTION

Position Details

Position Title:	Data and Product Analyst
Reporting To:	Head of Platform
Unit / Group:	Informit
Direct Reports:	None
Salary Classification:	Corporate Services, Level E2
Date:	May 2025
Location:	City Campus

Position Summary

The Data and Product Analyst is responsible for ensuring the business has a clear line of sight on the performance of products, services and content across Informit platforms. Customer data is essential for Informit to measure businesses performance. Our content partners rely on Informit systems to produce accurate and reliable reports. The Data and Product Analyst plays a critical role within Informit to provide data-driven insights to inform and support product and sales strategy. The Data and Product Analyst will create, manage and analyse data reports for customers, stakeholders as well as support product and service data. The role will contribute to identifying efficiencies for our partners and processes. The role reports the Head of Platform and works closely with the Informit leadership team, as well as stakeholders from Sales, Customer Success, Product and Production teams.

Position Responsibilities and Accountabilities

Data analytics and reporting

- Create and maintain bespoke reports for key customer groups, stakeholders, relating to critical business data processes (including royalty processes)
- Work closely with the Finance, Sales and Customer Success teams to provide accurate customer sales data, revenue data for revenue recognition and forecasting
- Liaise with technology partners and statutory organisations to support Informit's performance and reporting obligations.
- Analyse the available data using a range of systems and tools and make recommendations to maximise business performance.
- Analyse and report on Google Analytics data on the performance of Informit, discoverability rates and customer demographics.
- Work directly with customers to answer questions regarding data quality, data metrics and report interpretation.

Informit Data Services

- Contribute to identifying, implementing and maturing Informit's use of technology solutions and services to increase currency, accuracy, automation and reliability of

Informit service and product offerings

- Use qualitative and data lead approaches to understanding customers use of platforms, to highlight areas for improvement.
- Create reports to be shared with various parts of the business to seek new ways of managing processes and analysing gaps, blocks and areas for future development.
- Collaborate with product and production operations teams to advise on best practice metadata creation, ingestion and output to best serve Informit services and products

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT University Pathways' policies and procedures including following safe work practices for self and others
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT's values and behaviours
- Actively engage in professional development opportunities
- Undertake any reasonable tasks as directed
- 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>.
- Appointment to the role is subject to successful passing of the Working with Children Check (WWCC employee type), Working rights Check and National Police Check (NPC)

Qualifications, Knowledge, Skills & Attributes

Essential

- Extensive experience in developing and tracking commercial reports
- Outstanding written and verbal communication skills
- Strong coordination and organisational ability and an aptitude to navigate unforeseen disruptions in a timely and strategic manner
- Ability to build and maintain collaborative relationships across teams including internal and external stakeholders
- Ability to problem solve and demonstrate critical and analytical thinking capabilities while maintaining a strong attention to detail
- Advanced Excel skills and experience using Power BI (or equivalent) and Google Analytics
- Previous experience working with 3rd party data applications
- Relevant tertiary qualification in an analytical or technical discipline

Desirable

- Experience working in an agile environment
- Experience working in the publishing sector
- Exposure to SQL or NoSQL databases and data warehouses
- Working knowledge of DAX coding, data visualisation (chart usage theory and practice), data modelling within Power BI, dimensional modelling and report development documentation.

Working at RMIT University Pathways (RMIT UP)

RMIT UP is owned by RMIT University, and provides a range of education solutions to students, academics and professionals in Australia and overseas.

Our mission is to provide transformative, supportive learning experiences and pathways which open global possibilities to our community of learners. We achieve this through our RMIT values of inclusion, imagination, integrity, courage, passion and impact.

RMIT UP education professionals place the student and customer experience at the forefront of everything we do.

Our key programs and services include Foundation Studies, ELICOS English for Academic Purposes (EAP) and language testing. RMIT UP also houses Informit, a leading research database with a strong focus on specialist Australasian content.

RMIT UP is situated in a state-of-the-art facility within the main RMIT University city campus in Melbourne's CBD. Co-located with Scape Australia, the largest provider of student accommodation in Australia, our building provides a unique offering to international students, housing world-class learning and accommodation in one secure location.

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood, and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Incumbent name: _____

Date: _____