

Business Intelligence Analyst

Supervises:	N/A
CHL capability band:	#2
Primary purpose:	The Business Intelligence Analyst will provide BI and data analytics expertise to teams, programs, and projects across the organisation. They will connect and combine data sources, develop models, and design dashboards and reports to meet CHL's needs, extending CHL employees' ability to make data-driven decisions and provide accurate and compelling ways for other stakeholders to do the same.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and will model CHL's values, vision and goals always. Staff working at this level are expected to manage work practices for health and wellbeing and promote and adopt a balanced and positive approach to work.
Work health and safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	Development: create, maintain, and enhance over time reports, dashboards and other data visualisations in Power BI and other tools as appropriate to meet business needs. Collaboration: work closely with various departments to gather data, discuss business processes and understand key metrics to inform development work and troubleshoot any issues. Improvement: identify opportunities for enhancing data- and BI-related processes and implementing best-fit practices. Analysis: analyse complex data sets to identify trends and patterns, where relevant and appropriate Interpretation: interpret data and analyse results, e.g., using statistical techniques, where relevant and appropriate
Technical skills, experience and qualifications:	• Expert skills in Power BI and DAX are essential • Skills in data extraction languages and processes, ideally Power Query and M Language and/or SQL/SSRS • Skills in business intelligence and data visualisation • Skills in data analysis and interpretation • Strong interpersonal skills: a clear communicator, able to identify and clarify business needs, discuss potential solutions, and collaborate to get things done • Attention to detail to help ensure data integrity and accuracy
Key capabilities:	Client Focus – Fosters a culture of excellence in service delivery. Maintains high-level awareness of client issues as they relate to service provision. Achieves Results – Enables the achievement of quality outcomes by identifying and removing potential barriers to success.

	Continuous Improvement – Assists and guides others to address emerging challenges, strategies and risks and generate support for change initiatives in a continuous improvement environment. Quality – Manages implementation and actively monitors quality systems to ensure that expected outcomes are achieved. Leadership – Generates ideas for innovation and enhanced working practices to achieve CHL’s vision. Recognises that the vision is best met working collaboratively across CHL. Decision Making – Demonstrates decisiveness and actively approaches others in different work areas to assist and enhance business relationships. Nurtures Relationships – Builds and sustains relationships within CHL, across the community housing industry, the government and with a diverse range of external stakeholders. Identifies and manages critical relationships to ensure CHL’s objectives and deliverables are enhanced. Probity – Acts and at all times encourages others to operate within the boundaries of CHL processes, policies, and legal constraints. Professionalism & Accountability – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit.
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