POSITION DESCRIPTION

Insights Analyst

POSITION DETAILS

Position Title	Insights Analyst
Classification	HEW Level 7
Position Number	NEW
School/Office	Portfolio Management Office
Division	Division of Operations

POSITION PURPOSE

The Insights Analyst delivers data-driven insights, analytics, and reporting to support operational and strategic decision-making across the University.

The role partners with stakeholder portfolios to understand key performance indicators and business needs, translating complex datasets into meaningful insights, visualisations, and evidence-based recommendations that enable improved performance and planning outcomes.

The role operates in a broad direction and collaborates with academic and professional stakeholders to resolve complex, non-routine curriculum matters, ensuring alignment with institutional priorities and delivering high-quality, student-centered outcomes.

KEY ACCOUNTABILITIES

- Data Analysis and Insights - Analyse and interrogate complex datasets from multiple sources to generate meaningful, actionable insights that inform strategic and operational decision-making. Apply advanced analytical techniques, including segmentation and cohort analysis, to identify trends, drivers of performance, and opportunities for improvement.

- Reporting and Visualisation - Design, develop, and maintain high-quality reports, dashboards, and visualisations that effectively communicate insights to diverse stakeholders. Ensure outputs are accurate, timely, and aligned to business requirements, supporting evidence-based decision-making across the organisation.

- Data Extraction and Management - Extract, transform, and validate data from enterprise systems and platforms, ensuring high standards of data integrity, governance, and quality. Proactively

identify, investigate, and resolve data quality issues in collaboration with stakeholders.

- **Stakeholder Engagement** - Build and maintain strong relationships with stakeholders across Faculties, Schools and Divisions. Translate business needs into analytical solutions and provide expert advice on data interpretation, reporting, and the use of insights to drive outcomes.

- **Project and Work Management** – Working independently and collaboratively manage multiple analytical projects and competing priorities to deliver high quality outputs, achieve tam and organisational objectives, within agreed timeframes.

- **Continuous Improvement** - Contribute to the ongoing enhancement of data services, reporting frameworks, and analytical tools. Identify opportunities to improve data accessibility, automation, and analytical capability, supporting more efficient processes and advanced, forward-looking insights.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Relevant qualification and/or equivalent professional administration experience and training in a large and complex organisation
- Demonstrated high level analytical and critical thinking skills, including the proven ability to think laterally and develop creative solutions, with an established record of exercising initiative and judgement to achieve effective outcomes
- Demonstrated expertise in data analysis, problem solving, reporting and translating business requirements into insights
- Demonstrated experience in data extraction, manipulation and use of reporting tools (e.g. PowerBI, Tableau, Alteryx)
- Strong understanding and application of the principles of data quality, integrity and governance practices
- Demonstrated ability to influence stakeholders, negotiate outcomes, manage multiple tasks and deliver required outcomes within tight timeframes

KEY RELATIONSHIPS

This position reports to: Program Manager, Product Strategy
This position supervises: Nil direct reports; however, provides functional leadership, mentoring and specialist guidance to stakeholders and peers across the University

Key internal relationships:

- Student Administration and Registrar's Office
- Faculties and Schools
- Student Success
- Learning and Teaching
- Quality and Integrity
- Property and Commercial
- Digital Services
- Data and Business Intelligence
- External
- Students
- Partner institutions
- Third Party Providers

- Regulatory and accrediting bodies
- Government departments
- External vendors and suppliers

OCCUPATION SPECIFIC CAPABILITY SET

SFIA

Priority	SFIA Capability	Code	Level
1	Data Analytics	DAAN	5
2	Measurement	MEAS	5
3	Data Management	DATM	5
4	Business Analysis	BUAN	5
5	Business Process Improvement	BPRE	5
6	Information and Data Compliance	PEDP	5
7	Stakeholder Relationship Management	RLMT	5
8	Consultancy	CNSL	5
9	Requirements Definition and Management	REQM	4
10	Knowledge Management	KNOW	4

CHALLENGES

- Managing high volumes of work and competing priorities within strict deadlines
- Translating complex data, from multiple sources into clear, evidenced and accessible insights
- Ensuring the accuracy, consistency and integrity of data across multiple interconnected systems
- Understanding diverse stakeholder requirements across the University

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity

Approved by: Chief People Officer
Date: July 2026