

POSITION DESCRIPTION

Data and Reporting Analyst

Position Purpose

Working in the centralised data and reporting team, the data and reporting analyst will be responsible for accurate data collection and reporting to enable early detection of key performance indicator trends and corrections, while meeting daily, weekly and monthly reporting deadlines.

Reporting to

Performance Manager

Position Responsibilities

- Develop and provide reports on key performance indicators as required;
- Quality control and auditing of data entries into the various system registers;
- Address any quality issues with the source/root cause;
- Analyse, cleanse, and transform the user data into usable information, then align the data to business reporting requirements.
- Liaise with external data providers to ensure the quality of the data that Keolis Downer Gold Coast (KDGC) receives meets their reporting requirements;
- Liaise with all business departments and management levels to ensure the quality of the data meets the reporting requirements;
- Design reports and develop metrics to analyse and help drive business decisions on identified areas requiring attention;
- Assist with the continued growth and development of the transition to digital reporting;
- Support the Scheduling and Events Coordinator as needed in the data and administration tasks.

Competencies Required

- Essential: Proven advanced knowledge in Microsoft Word, Excel, PowerPoint;
- Essential: Experience with producing reports;
- Favorable, but not essential: experience with PowerBI;
- Favorable, but not required: Able and willing to work as a Category 1 Rail Safety Worker (including operate a Light Rail Vehicle);
- Understanding of how to interpret information/data and graphs;
- Ability to create performance improvement plans;
- Ability to clearly express processes and information.

POSITION DESCRIPTION

Profile Requirements

- Fluent in English with excellent written and verbal communication skills;
- Quick and precise with data entry;
- Ability to adapt to ever changing reporting requirements and environments;
- Ability to challenge ideas and processes confidently;
- Relied upon to work with own initiative as well as collectively in a team;
- Robust and resilient in regard to disposition;
- Able to display high levels of attention to detail and vigilance;
Ability to act and behave with integrity and in accordance with the KDGC's code of conduct and values at all times and in such manner so as not to bring the KDGC into disrepute or disrespect;
- Able to identify and rectify problems and issues in a timely manner; and
- Legally entitled to live and work in Australia.

All KDGC workers have a responsibility to comply with and implement the KDGC Integrated Management System and to participate in processes, systems and procedures for Health, Safety, Quality and Environment (HSQE) that support KDGC business activities. Responsibilities are set out below:

- Comply with and implement the processes and systems that support positive safety culture and integrate positive safety culture into everyday work activities and behaviours;
- Contribute through the implementation of work activities and demonstrate behaviours in line with a positive safety culture to achieve KDGC's objectives and targets;
- Comply with and implement, participate in and support the KDGC's continual improvement processes and systems;
- Participate in internal and external audits for continual improvement of KDGC's systems and processes
- Comply with and implement KDGC's systems and processes;
- Attend education, awareness and training provided by KDGC, hold the competencies to perform the role;
- Report all incidents and accidents in accordance with KDGC's incident reporting process;
- Participate in KDGC's injury management process;
- Integrate HSQE performance requirements into behaviours and activities, follow processes and systems and provide feedback to the HSQE team to facilitate continual improvement;
- Comply with and implement KDGC's Fit for Work programs and system and attend work – fit for work;
- Comply with and implement the HSQE requirements for human factors identification and assessment; and
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting.