

POSITION DESCRIPTION

Position Title:	Intelligence Analyst
Position Number:	100372
Work Unit/Division:	Strategic Intelligence and Prevention, Prevention
Classification:	VPSG 4.1
Salary Range:	\$100,894 to \$114,476 per annum plus 12% employer superannuation contribution
Employment Type:	Ongoing
Position Reports to:	Manager, Strategic Intelligence and Prevention
Location:	Level 2, 570 Bourke Street, Melbourne Vic 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the Role

Reporting to the Manager, Strategic Intelligence and Prevention, the role is part of VO's Prevention Division which leads work to meet VO's legislated objectives to expose and prevent maladministration, improve public administration and educate the community and public sector on matters related to the functions of the Ombudsman.

In this role, you will use internal and external sources of data and information to identify and analyse potential systemic issues relating to public administration, integrity, and human rights.

You will propose oversight and preventive action (including own-motion enquiries, education, engagement and complaint system reviews) in response to identified systemic issues and assist in carrying out these actions, where appropriate.

The role shares data and other intelligence outputs both internally and externally - to inform the work priorities of other divisions at the VO, and to improve public administration in the agencies that we oversee.

Core to your success in this role is the ability to obtain a strong understanding of the *Ombudsman Act 1973*.

Key Accountabilities

- Monitor and evaluate (internal and external) data and information to assist in the identification of trends, patterns, and potential systemic issues.
- Identify public and confidential sources of information relevant to the work of VO.
- Conduct research and analysis to effectively assess the significance of identified systemic issues and prioritisation in line with VO's strategic objectives.
- Prepare detailed reports and graphical or other representations of data, as required.
- Make recommendations about oversight or preventive action (including own-motion enquiries, education, engagement, and complaint system reviews) in response to identified issues and assist in carrying these out.
- Respond to requests for intelligence analysis to inform the work priorities of other divisions.
- Present relevant information orally and in writing to the prevention and operations divisions, management, and other members of VO, as required.
- Engage with other intelligence practitioners, internally and externally, to maintain awareness and understanding of contemporary and innovative analytical techniques.
- Effectively use intelligence and corporate IT systems (including databases and analytical software), ensuring that all relevant intelligence is appropriately recorded.
- Contribute to all-staff awareness and competence in relation to internal data holdings, potential uses, and related data analysis methodologies.
- Other duties as required.

Key Selection Criteria

1. Demonstrated contemporary knowledge related to the collection, collation, analysis, and controlled dissemination of information in a complex regulatory environment.
2. Strong analytical, strategic, and problem-solving ability including decisiveness and sound judgement.
3. Demonstrated high level written and verbal skills in policy and report writing, analysis, and briefing.
4. Excellent interpersonal and sound negotiation skills, with an ability to maintain productive relationships internally with office colleagues and externally, with public sector authorities and/or members of the public.
5. Able to work autonomously and productively, within a team-based setting.
6. Demonstrated ability to support project delivery through execution and prioritisation of tasks against plans, and maintenance of accurate project documentation.
7. Qualifications relating to Intelligence or data analysis are highly desirable.
8. Experience in an intelligence or data analytics environment is essential
9. Working knowledge of the public sector and a demonstrated understanding of issues relating to human rights and public administration.

10. An ability to obtain a strong understanding of the Ombudsman Act 1973 and administrative law principles is essential.

Capabilities

Knowledge and Skills	Capability Description
Critical thinking and problem solving	Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.
Systems Thinking	Consider the wider context, break complex topics or situations into smaller parts to gain better insights and inform actions required.
Data Literacy	Utilise diverse data sources to improve the speed and quality of service delivery and decision-making processes
Project Delivery	Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working
Influence and Persuasion	Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and idea using an effective written and verbal communication skills
Personal Attributes	Capability Description
Self awareness	Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness
Outcomes Thinking	Think and work in different ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations
Flexibility and adaptability	Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results
Working collaboratively	Builds trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers the service, external partners, and community) in the delivery of work and outcomes
Promote Inclusion	Embrace diversity, draw on insights into the community's beliefs, needs, and values to inform required actions

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration for recruitment purposes
 - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

VO Values: Our values support our work towards a constructive culture. They act as a compass for how we work together and with others.

Fairness

- We pursue fairness in our work.
- We keep people at the centre of decision making and seek to address inequity.
- We treat each other and everyone with dignity, respect and compassion.

Impact

- We make intentional choices to bring about meaningful and enduring change.
- We work with those we oversight to develop innovative solutions to improve the lives of Victorians.
- We bring creativity and curiosity to our work.

Trust

- We build trust with the community and government by listening and acting with independence and integrity.
- We strive to be a valued voice in improving public administration.
- We work in a spirit of openness and collaboration to support a constructive workplace culture.

All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.