

POSITION DESCRIPTION

Position Title:	Risk and Performance Analyst
Position Number:	100366
Work Unit/Division:	Strategy, Risk and Performance
Classification:	VPSG 5
Salary Range:	\$116,413 to \$140,849 per annum plus 12% employer superannuation contribution
Employment Type:	Ongoing
Position Reports to:	Head of Strategy, Risk and Performance
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

The Strategy, Risk and Performance team supports the Ombudsman to provide strategic direction and govern the VO to effectively manage its risks and achieve its objectives. It accomplishes this through: developing and maintaining effective management systems; leading and strategically partnering across VO; providing assurance, insights, and expert advice; enabling and supporting our leaders and people; and promoting continuous improvement.

This role is responsible for: the maintenance and implementation of the VO's risk and organisational performance management frameworks and providing risk and quality assurance. This includes: providing expert advice to, and working collaboratively with leaders and teams to identify risks and design and refine performance measures; accessing, analysing and interpreting risk and performance data; identifying risk and performance issues, trends, and areas for improvement; identifying emerging risks; forecasting future performance; producing high quality risk and performance reports suitable for external audiences; providing business intelligence insights and expert advice to help leaders make evidence-based decisions; and driving a constructive culture of high performance and ongoing improvement.

Key Accountabilities

- **Performance analysis:**
 - **Organisational performance management framework:** Maintaining and improving the VO's organisational performance management frameworks, strategies and programs.
 - **Performance indicators:** Leading the development and improvement of performance metrics.
 - **Data collection and analysis:** Accessing, analysing and interpreting data to identify and quantify performance issues, trends, areas for improvement.
 - **Performance forecasting:** Applying modelling tools/techniques to forecast future performance.
 - **Monitoring:** Continuously tracking key indicators and trends to adjust performance forecasts.
 - **Insights and recommendations:** Translating raw data and complex analytical findings into non-technical actionable insights to guide decision-making and improve performance.
 - **Reporting:** Providing timely, accurate, high-quality performance dashboards and reports for VO committees, Parliament and oversight bodies, and managing annual report data collection.
 - **Stakeholder research:** Facilitating stakeholder research to identify, analyse, and understand the needs, awareness, attitudes, perceptions, satisfaction and trust-levels of VO's stakeholders.
 - **Process improvement:** Partnering with stakeholders to identify areas for improvement and proposing data-backed solutions to improve efficiency, reduce costs and demonstrate impact.
 - **Culture:** Driving a high-achievement, constructive culture by aligning metrics with objectives, empowering teams, providing performance updates and innovating for better outcomes.
- **Risk analysis:**
 - **Risk management framework:** maintaining and improving the VO's risk management framework, strategies and programs, consistent with AS ISO 31000: 2018.
 - **Risk and control indicators:** Co-designing Key Risk Indicators and Key Control Indicators.
 - **Risk data analysis and forecasting:** Accessing, analysing and interpreting data and partnering with risk owners to identify and quantify potential vulnerabilities, trends and emerging risks.
 - **Risk mitigation:** Partnering with risk and control owners to develop, implement, and manage risk strategies and control measures to mitigate potential negative impacts.
 - **Reporting:** Providing timely, accurate, high-quality risk dashboards and reports, by: Collaborating on Power BI dashboard development; Coordinating reporting to VO committees.
 - **Integration:** Integrating and embedding risk and performance management and reporting with strategic and business planning, core operational practices, and decision-making processes.
 - **Insights and recommendations:** Translating raw data and complex analytical findings into non-technical actionable insights to guide decision-making and improve performance.
 - **Culture promotion:** Championing a constructive culture for risk management by: promoting proactive risk management and providing tailored training and workshops for all staff levels.
- **Assurance:**
 - **Internal audit:** Supporting delivery of the outsourced internal audit program and ensuring the alignment of the Strategic Internal Audit Plan to the VO's strategic and operational risks.
 - **Quality assurance:** Partnering with stakeholders to establish service standards and overseeing performance to ensure VO products and services meet quality requirements.
 - **Risk control assurance:** Developing, overseeing delivery and reporting results of the VO's risk assurance program to provide objective evidence and confidence that controls are effective.
- **Business continuity management:** Manage the VO's Business Continuity Management policy and plan to ensure operational resilience during disruptions. This includes: conducting Business Impact Analysis; maintaining the Crisis Management Plan; drafting business continuity plans; facilitating testing and simulation; incident response and training and awareness.
- **Insurance:** Coordinating the VO meeting the mandatory insurance requirements of the Victorian Government Risk Management Framework

- **Audit and Risk Committee:** Providing administrative support, including drafting work plans, meeting logistics, agenda facilitation, minutes, actions, records management, member onboarding, charter maintenance and performance reviews.
- **Stakeholder management:** Initiating and maintaining positive relationships and partnerships with key stakeholders to identify, access, analyse and interpret risk and performance data and identify emerging risks and performance issues.
- Other duties as required.

Key Selection Criteria

1. **Technical skills:** Strong data manipulation and visualisation skills. Proficiency in specialised domain software to transform raw data into actionable insights (e.g., SQL, Excel, Python or R). Experience with data visualisation tools (e.g., Tableau, Power BI), program evaluation and quality management systems.
2. **Statistical techniques:** Ability to apply statistical methods, such as Monte Carlo simulations, to evaluate potential outcomes.
3. **Analytical thinking:** Strong problem-solving skills and the ability to interpret complex data into meaningful stories.
4. **Communication:** Excellent verbal and written skills to present technical findings to non-technical audiences.
5. **Experience:** Three or more years' experience in data analytics:
 - o designing risk and/or performance metrics and analysing risk and/or performance data
 - o data modelling and forecasting
 - o producing high-quality analysis insight reporting of data, results and trends
 process analysis and improvement.
6. **Education:** Essential: A bachelor's degree, diploma or professional certification in business, economics, statistics, computer science, information technology, or a related field. Desirable: Professional certification in risk management.

Capabilities

Knowledge and Skills	Capability Description
Partnering and Co-creation	Builds and maintains partnerships to achieve objectives; Coaches others on the co-creation process and builds team commitment to co-creation by demonstrating personal commitment; Builds trust in partnerships through timely and quality delivery of outcomes; Facilitates discussion and navigates differences of opinion to reach decisions.
Innovation and Continuous Improvement	Uses understanding of stakeholders' context to design and implement systems for continuous improvement within team or organisation; Reviews and analyses internal and external information to improve effectiveness and quality of work; Creates team environments where innovation and creativity are fostered and rewarded
Systems Thinking	Assesses situations and identifies the best systems tools for analysing, understanding the system, and addressing problems; Can apply system archetypes to identify common dynamics that appear in different situations; Identifies and understands the impact of courses of action on other parts of the organisation or more broadly
Critical Thinking and Problem Solving	Considers wider business context when considering options to resolve issues. Identifies recurring problems and prevents future recurrence by integrating solutions into work process. Delivers tangible business outcomes as a result of

	critically evaluating problems from multiple perspectives and delivering effective solutions.
Data Literacy	Considers data volume, variety, velocity, and veracity to establish data collection (e.g. data parameters, data structure) and analysis (e.g. analysis equations, data visualisation) approach; Derives value from data sets to enable immediate and/or future decision making (predictive). May have expertise in formulation of basic data models or algorithms.
Digital and Technological Literacy	Performs a range of tasks through digital tools, e.g., Excel, SQL, Python, R, Power BI; Has broad understanding of megatrends in the digital and technology space e.g., Robotic Process Automation, Machine Learning, AI.
Communicate with Impact	Makes a positive impression on others and comes across with credibility; Communicates orally in a manner that is clear fluent and holds the listeners' attention; Able to deal with difficult and sensitive topics and questions.
Stakeholder Management	Identifies and responds to stakeholder needs; Uses understanding of the stakeholder's organisational context to ensure outcomes are achieved.
Customer Focus	Monitors customer satisfaction to gain critical insights; Looks for continuous improvement opportunities and ways to innovate
Personal Qualities	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.