

## Intelligence Analyst

<b>Reports To:</b>	Intelligence Manager
<b>Location:</b>	Wellington or Auckland
<b>Direct Reports:</b>	Nil
<b>Tenure</b>	Permanent full time
<b>Budget Responsibility:</b>	Nil
<b>Last reviewed</b>	March 2017

### Organisational Statement

Education New Zealand's purpose is to take New Zealand's education experiences to the world for enduring economic, social and cultural benefits.

Education New Zealand (ENZ) aims to help our industry achieve growth through our research and marketing programmes, collaboration with our international education partners, our involvement in student recruitment and business development initiatives.

### Group purpose

The purpose of the Strategy and Insight Group is to identify, lead and coordinate strategic thinking and priority projects and initiatives for Education New Zealand and for New Zealand's international education industry. The Group is responsible for the implementation of major new initiatives across the organisation, bringing together talent from across the organisation to ensure project delivery makes maximum use of organisation-wide knowledge.

This Group identifies strategic partners for the organisation and determines how we can leverage relationships with them to maximise returns.

This Group also manages ENZ's intelligence function, ensuring an organisation-wide approach. The Intelligence Team, which forms parts of this Group, understands the information needs of our key stakeholders, monitors existing information sources, identifies ways of applying these to ENZ and its customers' needs and sources additional intelligence where this will add value to the development of the New Zealand international education industry.

### Purpose

The Intelligence team supports and enables evidenced decision making in relation to international education. This includes those decisions made by ENZ's customers and stakeholders that are pertinent to ENZ's mission to grow international education for the benefit of New Zealand, as well as those of ENZ.

The team does this through:

- Systematically providing information and data that explicitly supports decisions: "intelligence products"





- Developing, enhancing and maintaining the data infrastructure required for the provision and development of intelligence
- Driving and supporting ENZ’s process for developing and deploying new or improved intelligence products
- Analysing data, market intelligence, customer insights and information from other sources to produce useful and timely intelligence and insights.

The Intelligence Analyst is responsible for delivering analysis and insights to support decision making internally and externally.

### Relationship Management

The position maintains close and effective working relationships with:

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Intelligence team</li> <li>• Leadership Team</li> <li>• All ENZ staff</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Builds collaborative working relationships with entities including:                             <ul style="list-style-type: none"> <li>○ Minister’s office</li> <li>○ Government agencies</li> <li>○ Education Crown Entities</li> <li>○ Education sector and other stakeholders</li> <li>○ Research providers</li> </ul> </li> </ul>

### Key accountabilities for this position

In this position you will be responsible for delivering on the following key accountabilities:

<b>Analysis and Reporting</b>	<ul style="list-style-type: none"> <li>• Deliver expert quantitative and qualitative analysis for internal customers across the organisation</li> <li>• Undertake project work to investigate, analyse and answer key organisational questions</li> <li>• Create insights presentations that tell a compelling story with organisation data</li> <li>• Produce and deliver agreed ‘insights products’</li> <li>• Produce data visualisation that is clear and easy for people to understand</li> <li>• Develops and maintains core research, intelligence and analytical products</li> <li>• Seeks and applies specialist advice when required</li> <li>• Escalates issues and keeps Intelligence Manager informed, in particular providing regular updates on key projects, issues and priorities</li> <li>• Support the Intelligence Manager in the development and maintenance of core intelligence and analytical products, including presentations,</li> </ul>
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	<p>factsheets, research snapshots, intelligence updates and other intelligence collateral.</p> <ul style="list-style-type: none"> <li>Support the Intelligence Manager in the management and prioritisation of research on international education to ensure it informs strategies and supports the organizational goals of ENZ, based on the current political and operational environment.</li> </ul>
<b>Communicates effectively</b>	<ul style="list-style-type: none"> <li>Tailors communication to the audience</li> <li>Promotes the work of the Intelligence team through regular updates</li> <li>Co-operates and works with other members to achieve team goals</li> <li>Encourages, creates and supports open, honest and constructive relationships with colleagues</li> <li>Contributes in a positive manner to the setting of goals/standards for the team.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Establish collaborative and effective relationships with teams across ENZ to ensure high quality products are delivered.</li> <li>Understands customer perspectives and ensures responsiveness to their needs</li> <li>Provide high quality and timely insights and intelligence requested by internal and external stakeholders.</li> <li>Maintain strong working relationships with stakeholders across a variety of ENZ's divisions and external stakeholders, often balancing competing priorities and demands.</li> <li>Lead and/or participate in interactions with key stakeholders (both internally and externally)</li> <li>Identifies customer service needs and implements solutions</li> <li>Acknowledges outcomes which were achieved by effective collaboration</li> <li>Develops and delivers solutions which deliver optimal customer outcomes</li> <li>Uses discretion in dealing with problems and supports others in challenging situations</li> </ul>
<b>Professional Behaviour</b>	<ul style="list-style-type: none"> <li>Works effectively as a member of the Intelligence team, contributing to the effective daily operation of the wider ENZ team</li> <li>Works collaboratively as part of ENZ. This requires the incumbent to be decisive, take initiative and explore options but to also accept collective responsibility for decisions made</li> <li>Leads and models the ENZ "Ways of Working" (WOW) with the rest of the organisation</li> <li>Promotes the purpose, WOWs, beliefs of ENZ including good employer principles and practices and high standards of integrity, trust and behaviour in all operations of the business</li> <li>Creates and maintains corporate information to high standards to ensure ENZ can meet reporting obligations.</li> </ul>
<b>Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>Takes reasonable care for his or her own health and safety</li> </ul>






	<ul style="list-style-type: none"> <li>• Takes reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people</li> <li>• Complies, so far as reasonably able, with any reasonable instruction that is given to them by ENZ to allow ENZ to comply with the law</li> <li>• Cooperates with any reasonable policy or procedure of ENZ relating to health or safety at the workplace that has been notified to staff.</li> </ul>
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## To be successful in this position

For this position the Intelligence Analyst needs to demonstrate the following:

- A relevant tertiary qualification, formal intelligence qualification, or relevant experience in an intelligence role
- Excellent research and analytical skills with experience dealing with large complex data sets
- A flexible and creative approach to problem solving, good judgement and a proactive, positive “can do” attitude
- Ability to produce timely, accurate and informative reports and insights to a high standard
- Demonstrates attention to detail and thoroughness in work
- Project management skills including good organisational skills, the ability to meet deadlines within short time frames and to manage changing priorities
- Capacity to operate both independently, using initiative and self-direction, and as a team member, to produce consistently high quality work
- Ability to take responsibility and be accountable for own actions.
- Strong computer skills, including intermediate Excel skills and willingness to learn SAP Business Objects or similar business intelligence software
- Excellent communication skills, both oral and written, and the ability to develop and maintain strong relationships with ENZ’s key customers

## Our Ways of Working

	<p>Be rich in ideas and confident in the team’s ability to turn them in to realities. Be courageous. Constantly challenge what’s gone before and help shape what’s coming.</p>
	<p>Get involved. Be inclusive. Respect opinions, relish feedback. Listen, really listen. Discuss. Understand. Refine. You are restricted by the limitations of what you know. But, with an open mind, those restrictions disappear.</p>
	<p>Know that we are amongst the most knowledgeable, passionate and innovative people in our industry. Each of us is talented. But together, we are world class. It’s through our individual actions that we’ll find success together.</p>



## Role specific competencies

The Intelligence Analyst should demonstrate the following competencies:

### **Business Acumen**

Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.

### **Cross-Cultural Agility**

Knows how to work the local culture; is not afraid of committing to a course of action to get started; has the courage of his/her convictions; understands the need for flexibility; won't let unresolved issues drift engages in-country locals in dialogue about how to get things done; is willing to start something and make adjustments along the way; is not afraid to try something never done before.

### **Customer Focus**

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

### **Global Business Knowledge**

Understands business on a global scale; understands what works in many countries; understands what's different from country to country; understands global differences in customers; knows how capital flows and operates internationally; understands that different laws and regulations govern global business; is learning agile; understands that different approaches work in different places.

### **Innovation Management**

Is good at bringing the creative ideas of others to market; has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out in the marketplace.

### **Integrity and Trust**

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

### **Motivating Others**

Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.

### **Peer Relationships**

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

