

Position Description

Position Title	Manager Performance Reporting Unit
Position Number	30102516
Division	Finance and Resources
Department	Performance Reporting Unit
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G7
Classification Code	HS7
Reports to	Director Health Information Services
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Manager of the Performance Reporting Unit is responsible for the governance and reporting of key performance data for Bendigo Health. This leadership role oversees a dedicated data team tasked with collecting, analysing, and presenting data, to inform decision-making processes and drive continuous improvement in hospital performance.

The Manager, Performance Reporting Unit is responsible for the delivery of high-quality decision support, strategic advice and analysis of information to both internal and external stakeholders including ongoing development, monitoring, reporting and analysis of information, to support the operational needs of the business. This includes a focus on the development of the tools, systems and processes necessary to ensure timely and relevant enterprise information is available.

Responsibilities and Accountabilities

Key Responsibilities

Leadership

- Provide operational leadership to the Performance Reporting Unit, ensuring the effective delivery of high-quality business intelligence, reporting and analytical services.
- Lead, develop and retain a skilled and high-performing team through coaching, mentoring, performance development and workforce planning.
- Contribute to the development and implementation of the strategic direction and roadmap for performance reporting, analytics and Business Intelligence capabilities.
- Establish clear work plans, priorities and performance expectations for the team.
- Manage resources and competing priorities to ensure delivery of agreed outcomes.
- Foster a culture of collaboration, accountability and customer-focused service delivery.

Business Intelligence & Analytics

- Oversee the ongoing development and enhancement of business intelligence platform, PRIME (Performance Reporting Information Management Environment), at Bendigo Health.
- Establish and maintain a prioritised portfolio of reporting, dashboard and analytics initiatives aligned with organisational priorities.
- Monitor the effectiveness and utilisation of reporting solutions and identify opportunities for operational improvement.
- Ensure appropriate support and technical capability is in place to deliver reliable and scalable BI services.
- Identify emerging technologies and opportunities to improve organisational reporting, analytics and decision support.

Governance

- Ensure appropriate governance, resourcing and oversight arrangements are in place to support secure, reliable and sustainable Business Intelligence platform and services.
- Maintain appropriate security and access controls for managed reporting and information assets.

- Oversee data accuracy and regulatory compliance through routine reconciliation processes including development of robust methodologies to assess reliability of performance data and identify opportunities for improvement.
- Ensure appropriate documentation, business rules, methodologies and change control processes are maintained.
- Maintain a comprehensive understanding of Victorian Department of Health policy and funding guidelines and ensure the accurate interpretation and application of performance data.

Stakeholder Engagement

- Build and maintain effective working relationships with clinical, operational and corporate stakeholders.
- Participate in business improvement by working with teams to support the integration of performance data into decision-making processes.
- Manage stakeholder expectations and resolve issues relating to reporting priorities, requirements and service delivery.

Strategic Improvement

- Drive continuous improvement in the delivery of performance reporting and Business Intelligence services to enhance efficiency, quality and value to the organisation.
- Lead and oversee initiatives that strengthen reporting processes, capability and service delivery, including opportunities for standardisation and automation.
- Support the implementation of organisational and Health Information Services priorities and initiatives relevant to performance reporting, analytics and Business Intelligence.

Key Selection Criteria

Essential

1. Relevant tertiary qualifications with demonstrated experience in areas of business administration, health information management, information technology, data quality management or similar.
2. Demonstrated experience in performance reporting, business intelligence, analytics or data management, including the implementation and continuous improvement of reporting and analytical technologies and services.
3. Demonstrated experience managing and developing staff and leading a technical or analytical team through effective leadership and human resource processes.

Desirable

4. Demonstrated experience in delivering enterprise BI solutions including dashboards, performance reporting and analytic using Microsoft Power BI or similar platform within a complex organisation.
5. Technical proficiency in data modelling, SQL, data warehousing concepts and related analytical technologies, with the ability to design, review and optimise data models and reporting solutions.
6. Demonstrated knowledge of data governance principles, performance reporting frameworks, health funding models, including activity-based funding and the relevant data collections and patient pathways that impact these models.

7. Highly developed written and verbal communication skills, with the ability to communicate complex technical concepts clearly to a broad range of clinical, operational and executive stakeholders.
8. Demonstrated experience implementing quality assurance and data validation practices, and maintaining appropriate documentation of data sources, business rules and reporting methodologies.
9. Demonstrated ability to build and maintain effective relationships with senior clinical, operational and corporate stakeholders, influencing outcomes and managing competing priorities.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.