

## Customer Reporting Lead

## Position Description

<b>Grade</b>	5.2	<b>Position number</b>	
<b>Employment type</b>	Ongoing	<b>Status</b>	Full time
<b>Division</b>	Customer Engagement	<b>Direct / indirect reports</b>	0 / 0
<b>Reports to</b>	General Manager, Operations and Strategy		
<b>Date approved</b>			

## About CenITex

<b>Our Vision</b>	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
<b>Our Purpose</b>	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
<b>Our Values</b>	Our values are the foundation of our culture and guide how we work together: <b>RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE</b>

### Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian Public Sector. Engagement ranges from deep relationships with Departments to broad connection to public sector entities. The intent is to grow the impact of CenITex services across the Victorian Public Sector through providing reliable, easy to use contemporary technology which enables our customers to deliver the services the Victorian community needs and expects.

The Customer Engagement team builds a deep understanding of our customers and how government works and plans and develops the best value services to meet their needs. This team leads the rest of CenITex in the delivery of services to our customers.

### Position Purpose

The purpose of this role is to develop and maintain an understanding of customer reporting requirements, and use them to design reports that deliver against those needs. The role will play a key role in helping professionalise CenITex reporting, ensuring reports to customers are polished, accurate and timely. This will involve collaboration across CenITex teams to ensure a broad internal understanding of and delivery against customer expectations.

### Key Accountabilities

- Lead discussion and discovery of customer reporting requirements.
- Lead improvement initiatives for customer reporting practices by continually monitoring and benchmarking CenITex against industry best practice.
- Lead the coordination and collaboration between CenITex teams to develop reports which are useful and relevant.
- Ensure alignment of report to customer's business needs.
- Develop, implement and maintain reporting requirements using up to date knowledge of IT market reporting practice.
- Lead the annual review and quality control for quarterly baseline consumption process.
- Liaise with relevant CenITex Customer Engagement staff to work through reporting requirements.
- Analyse trends and data to develop improved customer reporting.
- Accountable for customer satisfaction of reporting detail and formats.
- Any other duties as reasonably directed by CenITex.

## Key Selection Criteria

### 1. Specialist Experience and Expertise

Strong professional knowledge, capability and background as a reporting lead, analyst or similar role, in the technology, commercial, financial or consulting sectors.

### 2. Report Writing skills

Superior written communication and report writing skills, with the ability to generate high-quality professional reports using a range of software packages.

### 3. Communication and Interpersonal skills

Strong communication and interpersonal skills with the ability to build rapport, and credibly communicate at all levels of an organisation.

### 4. Research and Analytical Skills

Strong research and analytical skills, with proven ability to collate, assess and consider data/information/issues from different perspectives and present clear and meaningful information.

### 5. Service Excellence

Dedication to customer service with demonstrated experience in identifying, leading and implementing initiatives that deliver improved customer experience.

## Education and Qualifications

- Tertiary level qualifications in a relevant discipline and/or equivalent experience.

## Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs
- **Improvement Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group
- **Initiative** - Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation
- **Performance Management** - Ensures the appropriate performance of all direct reports over time
- **Planning and Organising** - Plans own and team's schedules and resources so that their work is completed by the required time.
- **Relationship Building** - Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

## Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to GenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.