



JOB DESCRIPTION

JOB TITLE: SENIOR DATA ANALYST		
DIVISION: Research & Development	BRANCH: Management	SECTION: Data Analysis
REFERENCE NUMBER: TPA.010	DESIGNATION/CLASSIFICATION: Senior Data Analyst, Grade 10	POSITION No.: RD.031
REPORTING TO: Director – Research & Development	DIRECT REPORTS: Data Analysts and Data Entry Officers	LOCATION: Port Moresby
COMPILED BY: Human Resource Officer	AGREED BY EMPLOYEE: Senior Data Analyst	APPROVED BY: Eric Mossman Uvovo Chief Executive Officer
Date:	Date:	Date:

POSITION SUMMARY:

- The Senior Data Analyst is responsible for the coordination of all Research and Statistical information, surveys, data analysis & Statistics compilation reports to be used by the organization and the industry.
- The objective of the Senior Data Analyst is to make sure the research activities are conducted and quarterly statistical data analysis reports are produced as planned annually.

KEY FUNCTIONS AND RESPONSIBILITIES

Strategic Planning and Management

- Contribute to corporate planning processes by working with the Director – Research & Development to formulate divisional service strategies, key performance expectations, divisional plans, and monitoring systems to ensure they are effective and meeting division and organizational objectives;
- Assist Director – Research & Development to plan, develop, and implement strategies for the Division to meet departmental performance plans within agreed budgets and timescales. This includes the development of a five (5) year Strategic Plan;
- Contribute to the Corporate strategic planning and development as a senior team member by participating in the divisional planning meetings and disseminating information;
- Provide strategic advice, guidance, assistance, and support to inform, develop and execute business strategies within the division;

Human Resource Management and leadership

- Facilitate, liaise and maintain communications with divisions in ensuring correct procedures are followed in the areas of Tourism Product Development;
- Provide timely, constructive, and objective feedback to Research & Development Team;
- Provide necessary support for the successful implementation of the Tourism Sector Development Plan (TSDP);

Research & Statistics

- Assist in the development, review, and implementation of research and statistics policies, procedures, and systems;
- Ensure that research and statistics policies and procedures are regularly reviewed and updated as necessary in line with changing business needs;

- Assist management, staff, and stakeholders with interpreting and applying research and statistics policies and procedures;

General Duties

- Lead the collection and interpretation of numerical and statistical data.
- Reporting data findings to other divisions as and when required.
- Create data collection systems and applications.
- Managing or supervising a team of data analysts.
- Working with the Research and Development team to define project scope and needs.
- Maintaining and improving information databases.
- Working across marketing, publishing, and external partner teams, sharing KPI-driven reporting and insights
- Developing and maintaining standards for dashboards and reporting initiatives. This includes making sure data is visualized appropriately, creating consistent standards, and confirming that all data is accurate
- Working with key stakeholders to identify needs and report outputs to clearly answer questions and drive decisions
- Documenting requirements, developing, and delivering both written reports with analysis and charts on a dashboard
- Handling and mining of large, diverse data sets with an ability to work with both structured and unstructured data;
- Interpreting the analysis by complimenting different business interests and skill sets.
- Generate standard or custom reports summarizing business data for review by executives, managers, clients, and other stakeholders;
- Oversee the staff
Undertake any other tasks as directed by the Director - Research & Development;

Quality Customer Service

- Ensure regularly meet with Research & Development staff and executive managers to obtain feedback on tourism marketing and promotion systems and areas for development, and act on customer feedback to improve systems, processes, and procedures;
- Ensure to identify and develop opportunities to provide quality and exceptional service to internal and external customers that benefit the organization;

Team Work and Co-operation

- Ensure that the Research & Development Division teamwork and corporate with other team members with honesty and respect.
- Create a high-performing team culture in the Research & Development Division to meet and exceed customer expectations;

Occupational Health and Safety

- Lead in monitoring aspects of OHSE in the organization and ensure that all work processes and systems are in compliance with PNGTPA OHSE procedures and report any concerns to the relevant staff and/or safety representatives;
- Perform duties safely and responsibly by PNGTPA OHSE policies.
- Identify and develop Human Resources Risk Management strategies to safeguard the commercial interests of PNGTPA;

Quality of Work

- Ensure to coach and lead employees to display quality work that reflects high professional standards and a high degree of accuracy.

Continuous Improvement

- Ensure to encourage and guide employees to create a culture of high performance and continuous improvement in the Research & Development Division to meet and exceed customer expectations.

ESSENTIAL REQUIREMENTS – (must cover Qualifications, Education, & Experience, knowledge, attitude, skills, and habits).

- Bachelor's degree in Business Economics, Business Management, Degree in Science (Mathematics & Statistics), Computing or related fields.
- 5-10 years of relevant experience
- Expert SQL skills, data modelling, and Python experience a plus

- Highly proficient in using at least one data visualization product (Looker, Tableau, QuickSight, etc.)
- General experience working with data systems;
- Demonstrated analytical, problem-solving, organizational, interpersonal, project management, and communication skills required.
- Strong Microsoft Excel skills required.
- Ability to communicate (oral and written)
- Ability to communicate and work effectively with key stakeholders of the organization
- Ability to resolve conflict, handle complaints and manage complex situations;