

Position Description – Digital Transformation & Analytics Manager

Position Title:	Digital Transformation & Analytics Manager	Reports To:	EGM Projects and Transformations
Supervising:	Finance Business Analyst	Liaises With:	Employees, Contractors, management, external stakeholders
Employment Instrument:	Award Free		
Classification:	N/A		

<u>Our Vision:</u>	Care without Compromise								
<u>Our Mission:</u>	<i>“Mayflower with staff works as one to enhance quality of life choices in all aspects of care delivery”</i>								
<u>Our Values:</u>	<table border="0"> <tr> <td><i>Compassion</i></td> <td>We care for those in need with empathy and understanding</td> </tr> <tr> <td><i>Excellence</i></td> <td>We strive for quality and distinction</td> </tr> <tr> <td><i>Integrity</i></td> <td>We are honest, ethical, and sincere</td> </tr> <tr> <td><i>Respect</i></td> <td>We recognise the value, uniqueness, and dignity of every</td> </tr> </table>	<i>Compassion</i>	We care for those in need with empathy and understanding	<i>Excellence</i>	We strive for quality and distinction	<i>Integrity</i>	We are honest, ethical, and sincere	<i>Respect</i>	We recognise the value, uniqueness, and dignity of every
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Position Purpose:	<p>The Digital Innovations and Analytics Manager is responsible for driving digital transformation initiatives, leveraging data analytics, and implementing innovative technologies to enhance business performance.</p> <p>This role involves seamless system integration and delivery from business case development to post implementation review of technological projects, analysing digital trends, developing data-driven strategies with the use of advanced analytics/AI/machine learning, and collaborating with other teams to optimise digital solutions across Mayflower.</p>
Qualifications checks and licences:	<p>Mandatory</p> <ul style="list-style-type: none"> • Bachelor or master’s degree in data science, Computer Science, Information Systems, Business or related field • Proficiency in data visualizations and analytics platforms such as Power BI/Tableau • Police Check and COVID vaccinations <p>Desirable</p> <ul style="list-style-type: none"> • Certifications in analytics, cloud computing, AI or digital transformations • Experience with Agile or Scrum methodologies • Familiarity with programs languages such as Python, R, or SQL for data analysis

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Key Selection Criteria	
<p>Essential</p> <ul style="list-style-type: none"> • 5+ years of experience in digital transformation, analytics, or innovation management and project management • Strong knowledge of AI, machine learning, data analytics and automation tools • Demonstrated ability to identify and deliver AI use cases that drive measurable outcomes and experience embedding AI into existing workflows and systems, not just standalone tools • Experience with cloud computing and digital platforms (Azure, Google Cloud etc.) • Ability to translate complex data insights into actionable business strategies • Proven track record of delivery of projects within timeframes and budget • Demonstrated knowledge of systems, system integration • High level of attention to detail and accurate data entry • Ability to work autonomously and within a team • Excellent problem-solving and critical thinking abilities • Strong communication and presentation skills to effectively convey digital strategies to stakeholders <p>Desirable</p> <ul style="list-style-type: none"> • Strong project management and stakeholder skills 	
Responsibilities/Duties	
Quality Service	<ul style="list-style-type: none"> • Conduct research on emerging technologies and their applicability to business operations. • Develop proof-of-concept projects to test innovative solutions before full implementation. • Analyse large datasets to extract meaningful business insights. • Design and implement predictive models to support strategic decision-making. • Ensure seamless integration of digital solutions with existing enterprise systems. • Facilitate digital training sessions and workshops for employees to improve adoption rates. • Establish and maintain data analytics frameworks for reporting and performance tracking. • Work with vendors and third-party partners to assess and implement new digital tools. • Identify and mitigate risks associated with digital transformation initiatives. • Report on project progress, success metrics, and ROI to senior leadership. <p>AI related responsibilities:</p> <ul style="list-style-type: none"> • Identify and implement practical AI use cases that improve operational efficiency, reporting and decision-making. • Embed AI-driven automation into business processes, including documentation, workflows and reporting. • Explore and pilot AI-enabled solutions that enhance workforce productivity and service delivery. • Integrate AI capabilities into existing systems and data platforms, ensuring seamless adoption.

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Reporting and Documentation	<ul style="list-style-type: none"> • Develop and maintain comprehensive documentation for digital transformation projects, including roadmaps, strategies, and implementation plans. • Create detailed reports and presentations for stakeholders on key findings, insights, and project outcomes. • Ensure proper documentation of all data governance and compliance measures. • Maintain records of KPIs and performance metrics to track progress and identify areas for improvement. • Regularly update leadership on digital initiatives through structured reports and executive summaries. • Document user feedback and adoption challenges to enhance digital solutions. • Develop training materials and user guides for new digital tools and processes
Communication	<ul style="list-style-type: none"> • Act as a liaison between technical teams and business stakeholders to ensure alignment of digital initiatives. • Present complex digital insights in an accessible manner for non-technical audiences. • Facilitate cross-departmental collaboration to drive digital adoption and innovation. • Communicate project updates, risks, and milestones effectively to senior management. • Engage with external partners, vendors, and industry experts to explore emerging technologies and best practices. • Provide training sessions and knowledge-sharing opportunities to enhance digital literacy across the organization. • Develop and maintain clear and concise documentation to support transparency and knowledge transfer.
Leadership	<ul style="list-style-type: none"> • Model positive working relationships and information exchange within the team and across the organization • Mentor Finance Business Analyst to ensure there is a back-up for all tasks when on leave • Work collaboratively and skill share with IT Manager and IT team
Compliance	<ul style="list-style-type: none"> • Ensure all digital transformation initiatives adhere to industry regulations, data protection laws, and company policies. • Maintain compliance with data privacy standards. • Establish and enforce data governance policies to safeguard sensitive information. • Conduct regular audits and risk assessments to identify potential compliance gaps and address them proactively. • Implement cybersecurity best practices to protect digital assets and infrastructure. • Train employees on data privacy, security, and regulatory compliance related to digital tools and analytics. <p>Monitor and report compliance-related incidents, ensuring timely resolution and documentation.</p>

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Skills and competencies	<ul style="list-style-type: none"> • Excellent verbal and written communication skills for engaging stakeholders at all levels. • Ability to translate complex technical insights into actionable business strategies. • Strong presentation skills for communicating digital initiatives and analytics findings. • Experience in facilitating training sessions and workshops for digital tool adoption. • High emotional intelligence and the ability to foster a culture of digital literacy and innovation.
Work Health Safety	<ul style="list-style-type: none"> • Comply with the OHS Act 2004 • Take reasonable care to ensure your own safety, not place others at risk by any act or omission, follow safe work practices and procedures, use and care for equipment as instructed, not wilfully and recklessly interfere with safety equipment, report hazards and injuries, and cooperate with Mayflower to meet OHS obligations

Key Performance Indicators
<ul style="list-style-type: none"> • <i>Digital Transformation Impact:</i> Number of successful digital initiatives implemented and their impact on business operations • <i>Data Utilisation Efficiency:</i> Percentage of business decisions influenced by data analytics insights • <i>Process Automation Success:</i> Reduction in manual processes and increase in efficiency through automation • <i>Customer Experience Enhancement:</i> Improvement in customer engagement and satisfaction scores due to digital innovation • <i>Adoption Rate of New Technologies:</i> Percentage of employees adopting and utilizing new digital tools and platforms • <i>Project Delivery Timeframes:</i> Percentage of digital projects completed on time and within budget • <i>Revenue Growth Contributions:</i> Reduction in operational costs through digital process optimisations • <i>Innovation Index:</i> Number of new technologies, tools or strategies tested and adopted

I have read, understood and accept the above position description.

Employee		Signature:		Date:	
Name:					
Manager		Signature:		Date:	
Name:					

Copy to Employee Copy to Personnel File

Completed By: (Initials)

Date: / /