

POSITION DETAILS			
Title:	SELF-SERVICE PRODUCT LEAD	Position level:	9
Branch:	MyNCVER		
Reports to:	MyNCVER Product Manager		
Current occupant:	VACANT		

POSITION OVERVIEW
The Self-Service Product Lead is responsible for leading the design, delivery and continuous improvement of NCVER's self-service analytical products, visualisation platforms and digital data experiences. The role combines leadership in self-service analytics, visualisation and digital product delivery with a strong understanding of national VET datasets, statistical methodologies and data interpretation. The position is accountable for ensuring that government, training providers, researchers and other stakeholders can easily discover, access, understand and use VET data to support evidence-based decision-making. The Self-Service Product Lead will develop a strong understanding of NCVER's national collections, surveys, classifications, calculations, business rules and statistical methodologies, enabling them to translate complex data concepts into intuitive, accessible and meaningful self-service experiences. This includes ensuring users can confidently interpret and apply VET data through clear visualisations, contextual information, data dictionaries and methodology guidance. The role is responsible for the end-to-end lifecycle of self-service products, from understanding stakeholder needs and designing integrated user experiences through to delivering high-quality visualisations, insights and digital capabilities that improve discoverability, increase data literacy and enhance decision-making across the VET sector. This strategic and hands-on leadership role is responsible for the end-to-end lifecycle of self-service products, from understanding stakeholder needs through to actively designing and developing sophisticated visualisations, bespoke analytical solutions and modern self-service experiences. The role will play a pivotal role in reimagining the future of self-service analytics at NCVER, driving the next generation of visualisation, digital and analytical capabilities that empower stakeholders to independently explore data and rapidly derive meaningful insights. The role is expected to leverage contemporary analytical and visualisation capabilities, including descriptive, diagnostic, predictive and prescriptive analytics, to continually take NCVER's self-service and visualisation products to the next level, delivering modern, intuitive and insight-driven experiences for stakeholders.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES
• Develop and maintain an expert-level understanding of NCVER's national collections, surveys, classifications, calculations, business rules and statistical methodologies to ensure self-service products accurately represent and communicate VET data. • Lead the design, development and continuous improvement of NCVER's self-service analytical products, visualisation platforms and digital data experiences across Qlik Cloud, Power BI and web-based portals.

- Lead the transformation of fragmented and siloed reporting and visualisation products into integrated, intuitive and user-centered self-service experiences that improve discoverability, accessibility and ease of use.
- Personally contribute to the hands-on design and development of sophisticated visualisations, bespoke analytical solutions and modern self-service experiences, leveraging contemporary analytics and visualisation capabilities.
- Apply descriptive, diagnostic, predictive and prescriptive analytical techniques to develop meaningful insights that support evidence-based decision-making across the VET sector.
- Develop intuitive and meaningful visualisations, dashboards and analytical products that enable stakeholders to quickly identify trends, patterns, risks and opportunities within VET data.
- Lead the development and maintenance of contextual information products, including data dictionaries, business glossaries, methodology guides and explanatory content that improve data literacy and users' confidence in interpreting VET data.
- Support Product Manager in understanding and segmenting the needs of diverse stakeholder groups, including government agencies, training providers, researchers and industry bodies, and translate those needs into fit-for-purpose self-service products and insights.
- Establish and embed architecture, standards and best practices for data visualisation, self-service design, accessibility, analytical storytelling and customer experience.
- Monitor product performance, usage patterns and customer feedback to drive continuous improvement and ensure self-service products deliver measurable value and high levels of adoption.
- Manage and provide leadership to analysts and visualisation specialists, fostering a culture of innovation, customer-centricity, continuous improvement and excellence in insights delivery.
- Develop and maintain strong relationships with internal and external stakeholders to support co-design, promote data literacy and drive the adoption and continuous improvement of self-service products.

KEY SPECIALIST COMPETENCY REQUIREMENTS

Data Analytics – Expert

- Expertly interprets trends and patterns from highly complex datasets and leads others in the presentation of analytical findings.
- Assesses the availability, quality and suitability of data and determines the most appropriate analytical techniques and approaches.
- Accesses, queries, interrogates and manipulates large and complex datasets, including hierarchical data structures, survey data, data marts and data lakes.
- Leads complex investigations, identifies anomalies and challenges assumptions to ensure robust and defensible analytical outputs.
- Ensures data privacy, confidentiality and security requirements are upheld, particularly when working with sensitive or personal information.

Data Extraction & Analysis – Expert

- Leads and oversees work conducted with comprehensive data assets.
- Apply advanced querying techniques.
- Access, query, interrogate and manipulate large and / or complex data sets, such as hierarchical data structures, survey data, data marts and data lakes.
- Ensures data privacy and security protocols are adhered to, particularly when working with sensitive or personal data.
- Oversees the identification and resolution of data related challenges and discrepancies.

- Oversees the establishment and maintenance of detailed documentation of data access processes, query logic, and data derivations.
- Have an understanding of data modelling and data warehousing concepts.
- Summarises data and creates complex reports.

Project Management (Generalist) – Expert

- Prepares scope and business cases for complex projects.
- Implements effective governance processes for consideration, acceptance and monitoring of projects based on sound business cases.
- Defines goals in measurable and time bound terms.
- Executes and controls projects within agreed scope.
- Manages budgets and resource requirements.
- Identifies and manages success criteria and business benefits.

Project Management (Practitioner) – Intermediate

- Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects.
- Provides effective leadership to the project team. Adopts appropriate project management methods and tools. Manages the change control process and assesses and manages risks. Ensures that realistic project plans are maintained and delivers regular and accurate communication to stakeholders.
- Ensures project and product quality reviews occur on schedule and according to procedure. Ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are formally accepted, by appropriate stakeholders.
- Monitors costs, times, quality and resources used and takes action where performance deviates from agreed tolerances.

Statistical Reporting & Presentation - Expert

- Expertly interprets trends from data.
- Oversees, and leads others in, the presentation of complex information.
- Present results of own and branch/division research and analysis at internal and external events.
- Interpret highly complex data and translate results and meaning for non-technical audiences.

KEY CORE COMPETENCY REQUIREMENTS

Actively Creates Collaborative Opportunities – Expert

- Strategically scans the environment for collaborative opportunities.
- Delegates and selectively engages in collaborative activities at senior levels
- Anticipates barriers to collaborations and takes measures to overcome them.

Agile & Flexible – Advanced

- Changes course of action as new and relevant information comes to light.
- Adapts quickly, flexibly and cooperatively.
- Determines a course of action despite lack of clarity.

Clear & Responsive Communicator – Expert

- Presents messages and their context in an authentic clear and concise manner.
- Adapts communication and delivery style to audience needs.
- Creates content that is personalised, i.e. own voice, and relevant.
- Speaks with confidence and clarity before sizable groups, both internal and external, especially under pressure. Responds to interruptions and antagonistic questions with composure.

- Listens with intent to gain understanding and responds in a meaningful and timely manner.

Customer & Stakeholder Oriented – Advanced

- Understands the customers/stakeholders and their goals and needs.
- Identifies and adopts practices that meet customer/stakeholder goals.
- Understands the relationship between customer and stakeholder satisfaction and the organisation's ongoing success.

Develops Self – Advanced

- Demonstrates a high-level of self-awareness through openly communicating strengths and development needs.
- Demonstrates awareness of how Self impacts others and adjusts behaviours accordingly.
- Is open to feedback and engages in continuous learning and its application.

Establishes and Nurtures Professional Relationships – Expert

- Brokers and facilitates professional relationships.
- Fosters a culture that supports professional relationships.
- Creates opportunities for successful co-operation and invites contribution.
- Achieves mutually beneficial outcomes.

Fosters Teamwork – Advanced

- Creates and takes part in a culture of working collaboratively to achieve results.
- Establishes common objectives and a shared mindset.
- Supports others to achieve individual and collective results.

Manages Own Performance – Expert

- Focuses effort on achieving quality results.
- Establishes challenging and realistic goals for self.
- Takes and models accountability for own work.
- Sets and works to agreed priorities, outcomes and resources.
- Ensures ideas and intended actions become reality and that planned projects result in expected outputs.

Transparent & Honest – Advanced

- Builds trust in the workplace, by speaking openly about their branch's goals, opportunities, and challenges.
- Fosters an environment where people feel safe to express their thoughts and ideas.
- Supports others and actively facilitates open and honest dialogue.

KEY LEADERSHIP COMPETENCY REQUIREMENTS

Business Acumen and Governance Focus – Intermediate

- Considers the implications of business decisions.
- Makes informed decisions with consideration of corporate policy and delegated authority.
- Ensures effective operation and performance of own team.

Develops Others – Advanced

- Encourages, coaches and mentors people to engage in continuous learning.
- Empowers people through engagement, delegation and support.
- Creates opportunity for others to learn, develop and apply new skills.
- Delivers constructive feedback in a manner that gains acceptance and achieves resolution.

Facilitates Performance of Others – Intermediate

- Creates a culture of ownership, accountability and achievement.

- Sets realistic goals for others.
- Manages performance to achieve outcomes and facilitate continuous improvement.
- Celebrates success.

Fosters Innovation – Advanced

- Actively seeks, encourages and embraces innovative and progressive ideas.
- Demonstrates new approaches to solve identified problems/benefits.
- Adds value to the organisation through innovation.

Influential – Intermediate

- Uses communication skills and strategies to transfer ideas, inspire action and align expectations.
- Provides perspective and positive influence.
- Leverages networks.

Leads by Example – Expert

- Inspires others to engage in and contribute their best efforts toward the collective vision, strategy and the goals of the organisation.
- Shows appreciation and gratitude.
- Demonstrates the highest standards of ethical and professional behaviour.
- Takes responsibility for own actions and commitments.

Leads Change – Advanced

- Acts as an ambassador for, initiates, and sponsors change.
- Understands the benefits and challenges of embedding new ways of working.
- Successfully implements and embeds change.

Manages Risk – Advanced

- Actively identifies and calls out risks, the implications and possible treatment strategies.
- Uses the appropriate risk management framework to own and manage risk.
- Proactively escalates issues that have not been controlled to ensure work remains on track.

Manages Workforce Capability – Intermediate

- Understands current and anticipates future skills and needs of the team.
- Identifies current & future skill gaps within the team and actively works to address via development and / or recruitment strategies.
- Actively participates in talent management and succession management processes.

Provides Clear Direction – Advanced

- Sets agendas and tasks that align with the strategic objectives and communicates expected outcomes for their business unit.
- Illustrates and clarifies the relationship between tasks and goals for all members of their business unit.
- Provides direction to others regarding the purpose and importance of their work.

Strategic Thinking – Intermediate

- Maintains an understanding of the organisation's purpose and ongoing challenges.
- Identifies and adopts strategies that are most likely to result in long term success.

Visionary – Advanced

- Understands the macro environment that the organisation operates within.
- Establishes future direction and vision.
- Translates future vision and direction into clear goals and creates a shared sense of purpose.
- Champions the vision.

SKILLS, QUALIFICATIONS AND EXPERIENCE

- Relevant qualification in Data Science, Statistics, Mathematics, Computer Science, Information Systems, Economics, Public Policy, Social Sciences or related discipline.
- Extensive experience leading the design, delivery and continuous improvement of modern data products, platforms and data ecosystems.
- Demonstrated experience designing and implementing scalable data architectures, including data warehouses, data marts, semantic layers and cloud-based analytics platforms.
- Demonstrated experience leading data engineering capability, including data pipeline development, transformation processes, automation and data modelling.
- Previous proven experience leading, coaching, mentoring and developing staff