

POSITION DETAILS

Title:	MANAGER, INSIGHTS & PUBLICATIONS	Position level:	12
Branch:	ByNCVER		
Reports to:	Chief Product and Data Officer		

POSITION OVERVIEW

The Manager, Insights & Publications is a key member of the Product Division and the NCVER Management team. The role provides strategic and operational leadership across NCVER's ByNCVER branch within the Data and Product Division, ensuring our VET insights are timely, robust, and relevant to the needs of Members and stakeholders.

The Manager, Insights & Publications will establish, deliver and continuously improve a new service line that transforms NCVER's flagship statistical publications and helps users interpret and apply VET data and insights. The role requires strong collaboration across NCVER branches and effective engagement with external stakeholders, supported by a deep understanding of VET data, NCVER data assets and their broader policy context. Establishing efficient processes to produce and enhance publications, as along with their underpinning data, surveys, and methodologies, will be central to the role.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Key elements of this role will include demonstrating effective leadership, program and project management to deliver:
 - Timely, robust and engaging data insights through statistical publications, targeted briefs, and stakeholder engagement activities.
 - NCVER's flagship statistical publications, drawing on the organisation's data assets, surveys and analytical capability.
 - Innovative products and publications such as sector snapshots, reports, visualisations and regional profiles, supported by webinars, workshops, toolkits and events that build stakeholder capability.
 - An innovative surveys program, with a strong focus on continually improving survey measures and methodologies to ensure that NCVER's surveys remain relevant, meaningful, and responsive to the evolving needs of the VET sector.
- Lead and manage a team of data analysts, senior technical contributors and team leaders, providing leadership, supporting career development and building team capability. This includes setting direction, strengthening workforce capability and undertaking workforce planning to ensure strong performance and productivity.
- Facilitate knowledge transfer through strong stakeholder relationships and by communicating analysis and findings in a range of formats – both digital and traditional – to reach a broad audience across the VET sector.
- Build and maintain strong stakeholder relationships across NCVER and with external stakeholders, representing the organisation in discussions and negotiations with senior officials across Commonwealth and State governments, as well as industry groups.
- Represent NCVER in engagements with government, industry, and education stakeholders, strengthening the organisation's reputation as a trusted authority on VET data and insights.
- Contribute to quality assurance and continuous improvement activities, providing expert guidance to support and strengthen NCVER's research and statistical capability.
- Monitor and evaluate the use, reach and impact of ByNCVER insights and publications, using stakeholder feedback, performance measures and emerging user needs to drive continuous improvement.
- Support the development of NCVER's core and commercial activities relating to national statistics, surveys and VET data.
- Work collaboratively with the Managing Director and Chief Product and Data Officer on initiatives and engagements that drive innovation across the Product and Data Division. Some out of hours work will be required.

KEY SPECIALIST COMPETENCY REQUIREMENTS

Data Analytics – Expert

- Defines the problem.
- Assesses the availability and usability of data and determines the most appropriate technique for analysis.
- Oversees and leads others in the preparation of data for analysis (cleansing and transformation).
- Oversees and leads others in the manipulation, exploration and modelling of data using programming languages and complex techniques such as machine learning, regression, clustering.
- Expertly communicates insights in a range of formats for both technical and non-technical audiences.

Data Extraction and 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, including 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.

Digital Publishing – Expert

- Lead reviews of activities relating to digital publishing, taking account of performance, cost effectiveness, organisational direction and strategies.
- Set policies, frameworks and performance indicators related to digital publishing for the organisation.
- Lead a continuous improvement approach in digital publishing to increase impact and support NCVER's strategic direction.

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.

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 and Flexible – Expert

- Changes course of action as new and relevant information comes to light.
- Adapts quickly, flexibly and cooperatively.
- Accepts and embraces the ongoing nature of change.

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 – Expert

- Understands the customers/stakeholders and their goals and needs.
- Considers the customer/stakeholder perspectives in the work that we do.
- 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–Expert

- 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 & 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 – Expert

- Creates and takes part in a culture of working collaboratively to achieve results.
- Establishes common objectives and a shared mindset.
- Monitors and manages organisational teamwork performance.
- 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 and Honest - Expert

- Builds trust in the workplace, by speaking openly about the organisational 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.
- Sets the benchmark for the desired behaviours.

KEY LEADERSHIP COMPETENCY REQUIREMENTS

Business Acumen & Governance Focus – Advanced

- Considers the implications of business decisions.
- Makes informed decisions with consideration of legislation and policies, areas of responsibility, financial performance, delegated authority and stakeholder interests.
- Ensures effective operation and performance of own Branch.

Develops Others – Expert

- 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.
- Assists people in managing their time and emotional response when under high levels of pressure.

Facilitates Performance of Others – Expert

- Creates and models a culture of ownership, accountability and achievement.
- Establishes strategic, challenging and realistic goals for others.
- Sets clear performance standards and monitors company performance against strategic goals.
- Provides forums to review outcomes and consider opportunities for improvement.
- Celebrates success.

Fosters Innovation – Expert

- Actively seeks, encourages and embraces innovative and progressive ideas.
- Capitalises on innovative alternatives to resolve complex problems.
- Adds value to the organisation through innovation.

Influential – Advanced

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

Leads Change – Expert

- Acts as an ambassador for, initiates, and sponsors change.
- Drives the change agenda and creates an organisation that can shift focus quickly.
- Understands the benefits and challenges of embedding new ways of working.
- Successfully implements and embeds change.

Leads by Example – Advanced

- Inspires others to engage in and contribute their best efforts toward the business plan of their Branch.
- Shows appreciation and gratitude.
- Demonstrates ethical and professional behaviour.
- Takes responsibility for own actions and commitments.

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.
- Anticipates risks, develops strategies to addresses them quickly and helps others to recognise them.

Manages Workforce Capability – Advanced

- Understands current and anticipates future skills and needs of the business unit.

- Identifies current & future skill gaps within the business unit and proactively works to address them via development and/or recruitment strategies.
- Provides opportunities for engaging, developing, and maintaining individual capability within the organisation.
- 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 - Advanced

- 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.
- Ensures both individuals and the organisation are well positioned to seize opportunities.
- Develops plans that align with the strategic direction.

SKILLS, QUALIFICATIONS AND EXPERIENCE

- Significant experience in managing projects to completion within agreed scope, budget and success criteria.
- Previous proven experience leading, coaching, mentoring and developing staff.
- Proven experience in leading and managing the compilation, curation and distribution of a national program of official statistics.
- Knowledge of current issues and policies in the Australian vocational education and training system desirable.
- Relevant qualification in a discipline such as data analytics, mathematics, statistics or economics/social sciences highly desirable.
- Excellent written and oral communication skills and good presentation skills.
- Demonstrated ability to interpret and translate complex data into insights that are consumable by non-technical audiences, in a range of formats.
- Knowledge and understanding of national VET data collections including management of national surveys.