

Intelligence Manager

Reports To:	General Manager, Stakeholders, Communication & Intelligence
Location:	Wellington
Direct Reports	Two
Tenure	Permanent Full-Time
Last Reviewed	May 2016

Organisational statement

Education New Zealand's purpose is to take New Zealand's education experiences to the world for enduring economic, social and cultural benefits.

Education New Zealand (ENZ) aims to help our industry achieve growth through our research and marketing programmes, collaboration with our international education partners, our involvement in student recruitment and business development initiatives.

Purpose

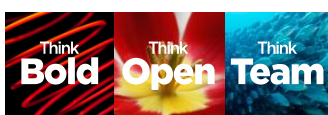
The Stakeholders, Communications and Intelligence (SCI) team is diverse in its roles and responsibilities. It has a range of internal and external stakeholders and coordinates its efforts to inform, persuade and influence those stakeholders in order to assist in achieving ENZ's purpose.

The Intelligence team supports and enables evidenced decision making in relation to international education. This includes those decisions made by ENZ's customers and stakeholders that are pertinent to ENZ's mission to grow international education for the benefit of New Zealand, as well as those of ENZ.

In addition the Intelligence team will provide the governance group with information and advice to determine intelligence priorities and programmes are in ENZ's and the international education sector's best interests.

The role of the Intelligence Manager is to:

- Develop and lead Education NZs intelligence framework in line with organisational goals
- Oversee Education New Zealand's research and information programme, ensuring the approach equips our business and the industry with optimum access to high-quality intelligence to inform decision making
- Ensure high quality information and intelligence is readily available to support ENZ's performance and decision-making
- Ensure high quality research, advice on and analysis of industry and market data is available, through analysis and reporting of key information sources
- Work collaboratively with key stakeholders to determine the most appropriate data sources and ways to access these



- Ensure excellent analytics, reporting and presentations that enables ENZ and its stakeholders are informed with key intelligence and information
- Participate in cross-agency groups/projects to represent ENZ.

Relationship Management

The position maintains close and effective working relationships with:

Internal	<ul style="list-style-type: none"> • Direct accountability to GM, Stakeholders, Communications & Intelligence • Chief Executive • ENZ Leadership Team • ENZ's Board and Stakeholder Advisory Committee
External	<p>Liaise with and maintain effective and relevant working relationships with entities including:</p> <ul style="list-style-type: none"> • Minister's Office • Government agencies • Education Crown entities • Education sector and other stakeholders <p>Maintain key relationships with data-owning agencies – including, but not limited to, the Ministry of Education, Ministry of Business, Innovation and Employment and Statistics New Zealand.</p>

Key accountabilities for this position

In this position you will be responsible for delivering on the following key accountabilities:

Research, Analysis & Reporting	<ul style="list-style-type: none"> • Determine and develop metrics and key indicators to build and maintain monthly reporting for the Minister, ENZ Board and ENZ Senior Leadership Team • Provide business intelligence and develop insights through the use of data from multiple stakeholders, team members and education providers, from a variety of backgrounds • Build and maintain collaborative working relationships • Develop and deliver solutions which deliver optimal customer outcomes • Participate in forums and groups to represent agency and share information • Develop highly effective collaborative relationships • Ensure quality and accuracy of data and assist with the development of reporting standards and reporting systems • Develop technical skills to identify ways to achieve team/unit outcomes using existing technology of the business
---	---

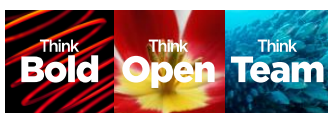
	<ul style="list-style-type: none"> • Identify areas for improvement and develop processes with a focus on achieving organisational outcomes • Develop and maintain governance forums related to Research and Intelligence • Design and deliver processes to enable an organisation-wide governance group to oversee ENZ's research and intelligence programme • Develop processes to monitor requests and projects underway and ensures accurate documentation to support research projects, including costings, is in place • Lead the delivery of statistics and intelligence based information products for ENZ • Develop 'thought' leadership intelligence to stimulate/add to discussions and to identify new or emerging trends • Design and deliver ENZ's approach to intelligence provision, through the delivery of on-line access to information tailored to users' needs • Lead ENZ's environmental scanning and identification of emerging trends through intelligence derived from multiple sources of data • Support Ministerial engagement and performance reporting through excellent analytics and presentation of key intelligence • Deliver market and industry intelligence and information global trends that will inform the strategies, plans and activities of ENZ • Lead the delivery of a regular 'dashboard' of key information for internal, external and stakeholder audiences • Proactively anticipate information requests and seek out different information sources • Oversee the use of data and intelligence in relation to Official Information Act requests, Parliamentary Questions, Ministerials and queries from other external agencies • Lead the development of ENZ's research programme in line with the organisation's strategic requirements.
Strategic Intelligence	<ul style="list-style-type: none"> • Ensure the strategic needs of ENZ are met and improve the understanding amongst partners and industry of the global context for New Zealand's international education sector by: <ul style="list-style-type: none"> • Undertaking regular environment scanning and analysis • Working with other government agencies to collect, collate and analyse statistics and data • Working collaboratively with ENZ colleagues, particularly in international markets, to collate and analyse intelligence gathered through relationships and market insight • Promoting strategic intelligence as a core aspect of ENZ's value proposition

	<ul style="list-style-type: none"> Communicating the conclusions of research and analysis to industry and government partners in a way which adds value to the recipients strategies, priorities and activities Leading the delivery of tools and processes to share knowledge and intelligence in effective and compelling ways across ENZ and key stakeholders.
People Management & Leadership	<ul style="list-style-type: none"> Lead a small team and be responsible for their work and daily tasks Develop people, systems and processes to ensure continuous improvement and credibility is achieved through our results Ensure an effective flow of information occurs both vertically and horizontally within the organisation Build a strong team spirit and level of engagement, acknowledging team contribution and achievement as appropriate Ensure the Performance Management framework is implemented for self and team members, setting clear accountabilities with clearly defined development pathways.
Professional Behaviour	<ul style="list-style-type: none"> Work collaboratively as part of ENZ. This requires the incumbent to be decisive, take initiative and explore options but to also accept collective responsibility for decisions made. Lead and model the ENZ "Ways of Working" (WOW) with the rest of the organisation. Promote the purpose, WOWs, beliefs of ENZ including good employer principles and practices and high standards of integrity, trust and behaviour in all operations of the business. Create and maintain corporate information to high standards to ensure we can meet our reporting obligations.
Safety and Wellbeing	<ul style="list-style-type: none"> Take reasonable care for his or her own health and safety Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people Comply, so far as reasonably able, with any reasonable instruction that is given to them by ENZ to allow ENZ to comply with the law Cooperate with any reasonable policy or procedure of ENZ relating to health or safety at the workplace that has been notified to staff.

To be successful in this position

For this position ENZ will recruit a talented person who can demonstrate they have the following attributes:

- A tertiary qualification in a relevant discipline, or relevant experience
- Understanding of project planning, design and implementation
- 3-4 years' experience in a senior role
- Staff management experience

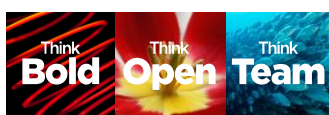


- Exceptional interpersonal and relationship management skills with a collaborative style of engagement, an ability to work across different cultural environments and manage divergent interests and anticipate and manage conflict
- Understanding of ENZ's strategy and its role within the New Zealand government to credibly engage in discussion, provide high value, relevant advice and input, effectively represent ENZ's priorities and value and influence the outcome
- Excellent strategic thinking, including facilitation and development of strategies and use of analytics and intelligence to inform strategy development and problem solving
- Excellent analytical skills and experience
- Understanding of international markets, global trends and economics
- Good understanding of outcome measurement, assessment and evaluation
- Good understanding of the workings of the New Zealand government and political environment
- A flexible and creative approach to problem solving, good judgement and a proactive, positive "can do" attitude
- Excellent communication skills, both oral and written.

Role competencies

For this position ENZ will recruit talented people who can demonstrate they have the following competencies:

Business Acumen	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.
Global Business Knowledge	Understands business on a global scale; understands what works in many countries; understands what's different from country to country; understands global differences in customers; knows how capital flow and operates internationally; understands that different laws and regulations govern global business; is learning agile; understands that different approaches work in different places.
Cross-Cultural Agility	Knows how to work the local culture; is not afraid of committing to a course of action to get started; has the courage of his/her convictions; understands the need for flexibility; won't let unresolved issues drift engages in-country locals in dialogue about how to get things done; is willing to start something and make adjustments along the way; is not afraid to try something never done before; will advocate with the home office for a locally driven initiative.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.



Innovation Management	Is good at bringing the creative ideas of others to market; has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out in the marketplace.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decision down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
Peer Relationships	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.