



Career Opportunity: Senior Manager, Business Optimisation & Analytics

Are you ready to lead a dynamic team towards organizational excellence? Trinidad and Tobago Revenue Authority (TTRA) is seeking for an experienced and visionary Senior Manager, Business Optimisation & Analytics for our Centre of Excellence. Reporting to the Executive Advisor – Corporate Strategy, you will lead the development and integration of Data Analytics, Business Analysis, Business Architecture, and Process Improvement across the organization. Key responsibilities include aligning corporate reporting systems, identifying KPIs, and establishing measurement approaches. You will develop data analytics capabilities, assess organizational effectiveness, review processes, and collaborate with TTRA leaders on remedial actions and business requirements aligned with the Corporate Strategy.

KEY RESPONSIBILITIES:

Shapes and Develops Business Improvement and Analytics Initiatives in alignment with Strategy

- Develops strategic blueprints, including capability maps, value stream maps, operating models, and strategy maps, to support strategy execution.
- Administers maturity assessments and guides the development of business capabilities, ensuring alignment with strategic goals.
- Integrates data analytics with Business Improvement methods and business architecture to drive continuous improvement and support strategy implementation.

Mature the Data Analytics Centre of Excellence

- Develops TTRA's data analytics capabilities through descriptive, diagnostic, predictive, and prescriptive stages.
- Collaborates with Balanced Scorecard teams to develop and measure KPIs.
- Analyses and documents reporting and dashboard requirements, creating an integrated roadmap.
- Supports units with advanced data analytics initiatives and promotes data literacy through training and workshops.

Business Improvement Centre of Excellence

- Coaches and trains relevant staff, TTRA SMEs, and professionals on Business Improvement methods like Six Sigma, DMAIC, and PDCA cycles.
- Collaborates with TTRA leadership to develop value stream and process maps targeting the elimination of non-value adding activities and cycle time reduction.
- Supports TTRA Departmental heads in prioritizing and executing approved Business Improvement activities, leveraging cross-functional support.
- Aids TTRA Unit Heads in developing business cases and requirements for solutions from Business Improvement interventions and provides business analysis support throughout project management.

Team Building & Cross Functional Leadership

- Coach and supervise a team of Data Analytics Professionals and Business Analysts, promoting critical thinking and data orientation.
- Define and develop competencies to enhance Data Analytics, Business Analysis, and Business Improvement capabilities in TTRA.
- Stay updated on relevant tools, methodologies, and technology.
- Perform additional job-related duties as required.

QUALIFICATIONS AND EXPERIENCE:

Education: Post Graduate Degree in a Technical or Business or related field, BSc. or equivalent professional designation in a recognised numerical or analytical field including but not limited to Computer Science, Mathematics, Statistics, Engineering and/or Economics.

Certifications: Project Management, Data Analytics, Business Analysis, Agile, Six Sigma, or related fields are assets.

Experience: Minimum of seven (8) years' experience including five (5) years at the supervisory level in a Business Improvement and Business Analytics environment with responsibility for managing Process Improvement, Business Intelligence and Data Science or related initiatives, Proven experience in developing technical professionals.

Knowledge: Extensive knowledge of Data Analytics, Business Improvement, Project Management, Change Management, and Strategic Management.

KEY COMPETENCIES:

- **Behavioural:** Attention to detail, Communication, Continuous learning, Conflict resolution, Client orientation, Decision making, Emotional intelligence, Ethics, integrity and transparency, Leadership, Organizational knowledge and awareness, Strategic thinking, Analytical skills, Teamwork.
- **Technical:** Research, Data analytics, Financial analysis, Project Management, Econometrics, Change Management, Project Portfolio Management, Business Analysis, Process Re-engineering.

Why Join Us?

This role offers a unique opportunity to shape and develop business improvement and analytics initiatives, harmonize data analytics with business improvement methods, and mature our Data Analytics Centre of Excellence. You will work with various units to analyse reporting and dashboard requirements, proliferate the use of analytics tools, and support advanced data analytics and data science initiatives.

Join our team and lead the way in business optimisation and analytics. Apply now to make a significant impact on our organization's strategic goals and performance!

Submission of Applications:

Email a copy of your CV and Cover letter to: recruitment@eastmanandassociates.net

Application Deadline: 12:00 midnight August 25th 2024

Only shortlisted candidates will be contacted.