Job Description

Job Title: Business Insights Analyst

Team: Commercial Finance
Location: Johnsonville (Support Office)
Reporting to: Business Performance and Information Manager
Type: Full-time | Permanent

About Heritage Lifecare

Heritage Lifecare is one of New Zealand's leading aged care providers, committed to delivering respectful, compassionate, and high-quality care to our residents. With a network of facilities nationwide and a people-first approach, we are investing in tools and talent to strengthen decision-making and business agility across the organisation.

The Opportunity

We are seeking a **Business Insights Analyst** to join our Commercial Finance team. This newly defined role plays a key part in our transformation toward a more data-driven organisation, following our strategic investment in Power BI and a modern data warehouse environment.

This is a hands-on reporting role focused on delivering meaningful insights, streamlining manual processes, and improving the reliability and usability of business data. You will collaborate with stakeholders across functions to support operational, financial, and strategic decisions with accurate and timely reporting.

Key Responsibilities

- **Reporting & Dashboarding**

    - Maintain, enhance, and develop Power BI dashboards and Excel-based reports.

    - Collaborate with stakeholders to define reporting needs and design visualisations that support decision-making.

- **Data Analysis & Insights**

    - Gather and analyse data to identify trends, variances, and opportunities.

    - Provide clear, actionable insights to support key business decisions.

    - Ensure data integrity is maintained, and sensitive data is handled in accordance with data governance protocols.

- **Support Financial Processes**

    - Assist with financial reporting, budget and forecast templates, and analysis— no accounting qualification required, but previous experience in working with financial data is helpful.

    - Maintain the Jedox financial planning system, including data loading and structure updates.

- **Ad Hoc Analysis & Stakeholder Support**

  o Respond to one-off data and analytical requests from Business Partners and the broader business.

  o Provide accurate, timely and reliable reporting to support performance management and planning.

  o Ensure documentation of reporting processes is available and kept up to date and training is provided to stakeholders on existing or new reports.

- **Process Improvement**

  o Support the transition from manual reporting to automated solutions.

  o Identify opportunities to streamline reporting processes and reduce reliance on spreadsheets.

- **Performance Measures**

  o Report accuracy and data quality
  o Timeliness of delivery
  o Efficiency
  o Stakeholder satisfaction

Key Skills and Experience

- Proficiency in **Microsoft Excel** (including pivot tables, lookups, complex formulas).

- Experience working with **Power BI** or other data visualisation tools.

- Experience in reporting, analytics, or a business support function preferred.

- Strong data accuracy and attention to detail.

- Clear written and verbal communication skills.

- Comfortable working in a collaborative, cross-functional team.

- Stay up to date with BI/reporting trends and propose new analytical approaches.

Nice to Have (But Not Essential)

- Familiarity with budgeting and forecasting processes.

- Experience using **Jedox** or similar planning/reporting systems.

- Exposure to working with financial reports.

Personal Attributes

- Analytical and solutions-focused mindset.

- Eager to learn and grow in a supportive, evolving team environment.

- Proactive, organised, and adaptable to changing priorities.

- Strong interpersonal skills, able to translate technical findings for non-technical users.

Why Join Us?

- Play a key role in a company committed to improving aged care outcomes.

- Join a team embracing modern tools and a culture of continuous improvement.

- Gain exposure to enterprise-level BI and financial systems.

- The role is based at our Johnsonville Support Office with work from home days available on select days subject to business needs.