

Position Description

Head of Health Intelligence

Reports to

General Manager Business Strategy and Innovation

Business Area

Health Intelligence

Position Purpose:

Lead the Pegasus Health Intelligence function to support the organisation's purpose to improve equitable health outcomes for the people of Canterbury by providing: (1) actionable insights to help general practice improve performance and provision of health care; (2) business intelligence to support management and governance of Pegasus; and (3) insights on primary care and general practice to inform and influence national primary care policy.

Translate organisational, clinical, governance and general practice needs into effective intelligence products and services. Bridge business and technical perspectives. Grow the value proposition and profile of the Health Intelligence service to both internal and external customers and stakeholders.

Dimensions

Direct reports:

4 FTEs (including wider team – total of 6 FTEs)

Budget responsibility:

Tier two - Refer to the delegations table for information

Key Relationships

Internal:

- General Manager Business Strategy and Innovation
- Chief Technology Officer
- Strategic Leadership team members
- Clinical Leader, Research & Evaluation
- Clinical advisory boards
- All Pegasus Health staff
- General practice team members

External:

- Te Whatu Ora
- Primary Health Organisations (PHO)
- Universities of Canterbury and Otago
- Ministry of Health (NZ Health Statistics)
- Relevant Vendors/Consultants
- Other DHBs
- Other as required.

Key Responsibilities

Strategic

- Develop and execute an intelligence roadmap that delivers value to general practice performance improvement, Pegasus management / governance, and national primary care policy influence.
- Champion the use of intelligence and insight to inform clinical quality improvement, organisational decision-making, and system-level primary care strategy.
- Ensure priority populations identified in Kia atawhai ki te tangata – Pegasus Health Equity and Population Health Strategy – are visible in intelligence products, including general practice performance insights and population-level analytics.

Data governance

- Establish and support effective data governance structures and systems for Pegasus Health and contribute to establishing effective system-level data governance.
- Champion the application of data governance policies and processes to the Health Intelligence products, with a particular focus on Privacy, information security and the adoption of data standards such as SNOMED CT.

Functional networks

- In response strategic and operational work programmes, build relationships across Pegasus Health, primary and community services and with Te Whatu Ora to facilitate the development of function data networks.

Operational	<ul style="list-style-type: none"> Lead the operational management of the Health Intelligence team, including management across the warehouse engineering and analytics functions. Keep projects moving by setting clear priorities, making timely decisions on direction, and actively removing delivery blockers while enabling autonomous, self-directed ways of working.
Customer responsiveness	<ul style="list-style-type: none"> Ensure the Health Intelligence team operates in a way that is responsive to customer and stakeholder needs.
Data insight and value	<ul style="list-style-type: none"> Lead the team to develop and deliver intelligence products and solutions that derive and communicate insight to: (1) support general practice performance improvement and quality of care; (2) provide business intelligence for Pegasus management and governance; and (3) inform and influence national primary care policy and system improvement.
Leadership	<ul style="list-style-type: none"> Provide strong people leadership and clear direction to ensure delivery of intelligence outcomes, while supporting the team to remain high-performing, self-managing and accountable. Lead the development of health informatics and analytics expertise within the team, including an understanding of the technical stack and how data flows from source systems to analytics and decision support. Manage performance and development of team members including: regular performance conversations and reviews; setting performance objectives and tracking progress; setting development plans; and providing coaching and guidance as required. Support the team to work autonomously (self-directed), stepping in when needed to help work through project blockers, clarify decisions, and maintain delivery momentum. Preparation of budgets, business plans and performance indicators. Consistently acts as a positive role model, clearly communicate and reinforcing our values.
Continuous Improvement	<ul style="list-style-type: none"> Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective.
Self-Development	<ul style="list-style-type: none"> Takes responsibility for personal development and continually develops own professional expertise.
Information Security	<ul style="list-style-type: none"> Understand and comply with Pegasus Health's information security policies. Support continuous improvement to our information security policies and procedures.
Health and Safety	<ul style="list-style-type: none"> Comply with responsibilities under the Health and Safety at Work Act 2015.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

Qualifications and Technical Skills:

Essential

- A relevant tertiary qualification
- System's thinker and designer
- Excellent, plain English, written and oral communication skills
- Strong service management and leadership skills
- Able to translate between business and technical stakeholders, turning questions into clear requirements, hypotheses and decision-ready insight.
- Understanding of the technical stack used to deliver intelligence (e.g., data integration, warehousing concepts, analytics tooling, and reporting), sufficient to provide direction, assess options and manage risks.
- Experience and expertise in a technical intelligence role which might include data warehouse engineering, data architecture, data reporting and dashboard development, data analytics.

Desirable

- Project management

Experience:

Essential

- 5 – 8 years' experience managing and developing an intelligence / business intelligence / analytics function, including delivery of actionable insights and decision support.
- Demonstrated ability to work in a complex data environment, including understanding of data standards, analytics, insight development and decision support. Health/primary care experience is desirable but not essential.
- Experience leading high performing teams.
- Proven experience with establishing, maintaining and applying effective data governance.
- Experience in establishing effective relationships across all levels of organisation and externally.

Personal Attributes

Systems thinker	Able to understand the Primary and Community health system and identify opportunities to improve health outcomes through better use of data.
Technically literate and capable	Able to utilize comprehensive understanding to lead the development of digital products and the delivery of high-quality analysis and data-insight.
Leader with developed networking skills	Able to create and maintain relationships across the health sector in technical, clinical and commercial areas to promote and position Pegasus as a leader in digital intelligence and health networks.
Strategic	Ability to develop and execute strategy and to prioritise activity. Ability to translate organisational strategies into tactical Health Intelligence plans.
Customer focused	A track record in creating digital solutions that respond to customer needs and deliver clear value.
Innovative and enquiring mind	A track record of innovation and an ability to constructively challenge current activities and lead exploration of new opportunities.
Outcomes Focused	A drive to set targets and achieve results
People leader	Builds a high-performing, inclusive and psychologically safe team. Enables self-management and autonomy, while stepping in to coach, remove blockers, and maintain delivery momentum.
Technically informed	Understands the end-to-end intelligence delivery stack well enough to ask the right questions, sponsor good technical decisions, and translate constraints and trade-offs for business stakeholders.
Clear and Confident Communicator	Able to tailor communication of complex information to both technical and non-technical audiences across all levels of the organisation, and to provide clear, prompt, well-reasoned decisions on direction.

Te Tiriti O Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

Our Purpose

By 2030, the health outcomes for people in our takiawā have improved substantially with a significant reduction in inequities in access and outcomes.

Our Role

As a trusted partner, we catalyse rapid improvements in primary healthcare in our takiwā.

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values, and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health.

- **Manaakitanga** underpins everything we do
 - We are **inclusive** every voice is important to us
 - We act with **integrity**, doing what is right
 - We **connect**, together we succeed
 - We **strive** for better everyday
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