

**Position Title**

Senior Insights Analyst

Reports to

Head of System Performance & Improvement

Location

Wellington/Remote

Position type

Permanent Full-time

About the Industry Skills Boards (ISB)

The Industry Skills Boards were established pursuant to the Vocational and Educational Training Act 2025. The government formally established eight new Industry Skills Boards (ISBs), marking a major milestone in the transformation of the vocational education and training system.

The Industry Skills Boards are driven by a clear vision to create a system that responds to industry needs, anticipates future workforce demands, and provides strong, regionally responsive support for learners and employers.

What do ISBs do?

ISBs have a broad set of responsibilities:

- **Setting standards:** Develop, set, and maintain standards, qualifications, micro-credentials, and national curricula.
- **Programme endorsement and moderation:** Endorse vocational programmes and moderate assessments to ensure quality and consistency.
- **Advising government:** Provide advice to the Tertiary Education Commission (TEC) on funding priorities.
- **Workforce planning:** Conduct strategic workforce analysis and planning for their sectors.
- **Industry representation:** Act as the voice of their sector into the vocational educational and training (VET) system.

About Services ISB

The Services ISB gives the Services industry a stronger voice in shaping vocational education. They use this industry voice to set and maintain standards, endorse programmes, advise on workforce development priorities, and strengthen collaboration between education and employers.

Our coverage is of the broad services sector — including retail, hospitality, tourism, hairdressing, sport & recreation, and business services.

More information about the role of Services ISB can be found here: [Home - Services ISB](#)

Diversity and Inclusion

We are a workplace that values and utilises diverse and inclusive thinking, people, and behaviours. This means that our kaimahi honour and reflect the diversity of Aotearoa New Zealand and the industries and people we work to support, and that the contributions of kaimahi with diverse backgrounds, experiences, skills, and perspectives are valued and respected. To better serve those who have been traditionally underserved by the education system

Position overview

The Senior Insights Analyst plays a central role in Services ISB's intelligence function, turning data into actionable insights that shape qualification development, industry investment, policy advice, and the operations of Services ISB.

Reporting to the Head of System Performance & Improvement, the Senior Insights Analyst leads the collection, interpretation and strategic application of tertiary education and workforce data to build a clear picture of how vocational education and training can best support skills needs in the Service industry. This work directly informs advice to the Tertiary Education Commission, guides our engagement with industry stakeholders, and supports Services ISB's strategic planning as an organisation.

The Senior Insights Analyst provides technical leadership across analytical workstreams, leading complex research and data projects, developing analytical methodologies, and translating evidence into strategic advice for the Senior Leadership Team and Board. The role works collaboratively across Industry Skills Boards and with external partners to strengthen the quality, consistency and impact of workforce and vocational education intelligence.

The role requires a highly experienced analyst who is comfortable leading complex analytical work, providing thought leadership, influencing decision-making, mentoring others, and continuously improving analytical capability and data practices across Services ISB.

Key Accountabilities

Tertiary education and workforce analysis and insights

- Lead the collection, collation, integration and analysis of labour market data from a range of sources including StatsNZ, TEC, and industry surveys to build a robust picture of the Services workforce.
- Lead the collection, collation and analysis of tertiary education data from a range of sources including NZQA and TEC to build a robust picture of vocational education relating to the Service industry.
- Lead the development of high-quality analytical products such as workforce insights reports and qualification review snapshots.
- Undertake advanced analysis and modelling, translating complex data into clear evidence-based narratives, insights and recommendations that inform qualification development, engagement and strategic advice.
- Lead the analytical input into investment advice, industry guidance, strategic planning and policy documentation to inform TEC funding decisions and wider policy work.
- Lead complex analytical projects and workstreams from scoping through to delivery, ensuring outputs are delivered on time and meet organisational priorities.

- Provide expert advice and analytical interpretation to the Senior Leadership Team, supporting strategic and evidence-based decision-making.
- Continuously identify opportunities to improve analytical methodologies, data quality, reporting products and insight generation.

Services ISB internal evidence base and reporting

- Lead the development and continuous improvement of reports, dashboards and analytical products drawing on Services ISB operational data that can be regularly run to meet business and KPI reporting needs.
- Provide strategic interpretation to inform organisational reporting, identifying emerging trends, risks and opportunities and presenting recommendations to SLT. Lead the development of data infrastructure and reporting frameworks that enable self-service access to data and insights across Services ISB
- Monitor, interpret and communicate key internal and external indicators, producing regular updates for internal teams and Services ISB leadership.
- Support colleagues across Services ISB by contributing data, analysis, and research to projects and reports.
- Coach, mentor and build analytical capability across Services ISB, promoting best practice in the use of dashboards, reporting tools and data interpretation.

Collaboration and engagement

- Lead collaborative analytical work across Services ISB to gather intelligence on industry needs, vocational education provision, and learner experiences.
- Develop and maintain strong collaborative relationships with insights and analytics peers across other Industry Skills Boards to share methodologies, avoid duplication, and ensure consistency and efficiency in insights and reporting.
- Maintain productive working relationships with data providers, research agencies, and government agencies including TEC, NZQA, MBIE, and StatsNZ.
- Liaise, collaborate and co-operate with team colleagues to improve performance and processes
- Provide a client-focused approach to customer needs, both internal and external, to ensure that all customers are responded to in a professional, timely and responsive manner
- Undertake other duties necessary to support the effective operation of Services ISB as deemed to be in the scope of the role.

Leadership and Capability

- Lead key analytical projects and workstreams, taking responsibility for delivery, quality and outcomes.
- Provide technical leadership in research methodologies, analytical techniques and data interpretation.
- Mentor colleagues and contribute to building analytical capability across Services ISB.
- Promote innovation, continuous improvement and best practice in analytical approaches, reporting and data visualisation.
- Manage risks associated with analytical projects and ensure stakeholders are informed of progress and emerging issues.

Te Tiriti o Waitangi

- Demonstrate an understanding of Te Tiriti o Waitangi and its relevance to workforce development and vocational education in Aotearoa.
- Ensure that data collection, analysis, and reporting considers the needs and aspirations of Māori learners, workers, and employers in the Service sector.
- Support the embedding of a Te Tiriti lens across Service ISB's functions.

Health, Safety and Wellbeing

- Be responsible for your own health, safety and wellbeing while not putting others at risk around you
- Participate in and comply with the requirements of the Health and Safety at Work Act 2015 and associated policies and procedures in place, including undertaking health, safety and wellbeing activities such as induction and training.

Skills, Knowledge & Experience

Essential

- A relevant Bachelor's degree (e.g. economics, statistics, social science, business) or equivalent experience.
- Demonstrated experience leading complex analytical projects, applying advanced analytical techniques and translating data into strategic recommendations for senior decision makers. Proficiency in Microsoft Excel and confidence working with datasets.
- Advanced experience using Power BI, Excel and other analytical tools to develop sophisticated dashboards, reporting products and visualisations. Experience undertaking advanced quantitative analysis, modelling, and interpretation of complex datasets.
- Demonstrated ability to communicate complex analytical findings through compelling data storytelling tailored to technical and non-technical audiences, including senior executives.
- Experience leading cross-functional analytical initiatives involving multiple stakeholders.
- Strong project management skills with the ability to scope, prioritise and lead multiple analytical workstreams simultaneously.
- Experience working collaboratively across organisations to integrate data from multiple systems and develop shared insights.
- An enquiring, analytical mindset with the ability to grasp complex issues quickly.
- Good relationship management skills and the ability to engage with diverse stakeholder groups.
- An agile approach, comfortable working in an evolving organisation and adapting to changing priorities.
- An understanding of, or genuine commitment to developing knowledge of, Te Tiriti o Waitangi.

Preferred

- Experience in labour market analysis, workforce planning, or economic research.
 - Knowledge of, or experience in, the vocational education sectors.
 - Familiarity with third-party data providers such as Infometrics, IDI, or StatsNZ.
 - Experience developing functional specifications for data products or dashboards.
-

Role Requirements

The Senior Insights Analyst will embrace the values and kaupapa of Services ISB, including:

- A genuine commitment to supporting equitable outcomes for all learners in the Service industry workforce, including priority learner groups.
- Respect for, and active support of, Māori-Crown relationships and Te Tiriti o Waitangi obligations.
- A willingness to contribute to the cultural foundations of a newly established organisation.
- Flexibility and resilience in a start-up environment where role responsibilities may evolve over time, in

consultation with the position holder.

Relationships

The Senior Insights Analyst will maintain relationships with:

- With team members within Services ISB
 - Senior Leadership Team (Services ISB)
 - Kaimahi in similar roles across Industry Skills Boards
 - Government agencies including TEC, MoE, NZQA, MBIE, Stats NZ
 - Private research and insights organisations
 - Education providers
-

Delegations

The Senior Insights Analyst operates within Services ISBs delegated authority framework as agreed with the Head of System Performance & Improvement.

References

Legislation / Foundation documents:

- Education and Training Act 2020 (Vocational Education and Training Amendment Act 2025)
- Tertiary Education Strategy 2025-2030
- Te Tiriti o Waitangi