

POSITION DESCRIPTION

POSITION TITLE	Research and Statistical Analyst – Fixed term - Parental leave cover
LOCATION	Petone
DEPARTMENT	Assessment Services
REPORTING TO	Head of Assessment Services
PROFESSIONAL LEVEL	Accomplished
BAND LEVEL	G
NATURE	A privately owned NZ company, Aspeq delivers over 145,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ, and Australia, Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia. The role will be required to work Monday to Friday, but they must take a flexible approach to working hours in line with the global nature of Aspeq. This may include occasional national travel and evening and weekend on call duties.
KEY RELATIONSHIPS	<u>External</u> - o Client <u>Internal</u> - o Assessment Services Team - o Product Team - o Candidate Services Team - o Wider Aspeq Staff
KEY PURPOSE	To ensure the validity and reliability of examinations managed by Aspeq's Assessment Services Team through the undertaking of high-level statistical analysis to ensure the examinations that Aspeq provides are of the highest quality and meet the latest assessment theory.

ROLE FACTORS	CRITERIA FOR SUCCESS
<u>Education</u> The level of education and/or knowledge compatible with proficiency in tasks outlined in role responsibilities.	o NZQF Level 7 – General Bachelor’s Degree or Graduate Diploma Level 7 or equivalent tertiary qualification in a relevant field (Statistics, Mathematics, Data Science, Psychology, or another quantitative field).
<u>Experience</u> The level of cumulative general and technical experience required to perform the role competently.	- o 3+ years’ experience in a similar role. - o High level of accuracy and attention to detail. - o Expertise in advanced statistical analysis, with required proficiency in R for data manipulation and analysis, along with essential familiarity with SQL and Excel. - o Advanced statistical analysis skills, including proficiency in Excel, R Python and SQL for data extraction and analysis. - o Strong research abilities to identify best practices and translate complex technical information for non-technical audience. - o Proven ability to apply statistical findings in user-friendly formats.
<u>Complexity</u> The predictability of the role, considering complexity of activities faced in the normal course of work.	- o Working within defined frameworks while installing tacit knowledge to optimise operations and contribute to the design and improvement of Aspeq’s examinations. - o Routine decision making with the ability to prioritize competing demands and manage time to adhere to deadlines. - o Ability to perform well under pressure and prioritize a busy workload while maintaining quality standards. - o Coordinating above elements while maintaining alignment with Aspeq’s objectives.
<u>Scope</u> Breadth of control over other staff and resources, and skills required to best utilise these resources.	- o Supporting operations of the Assessment Services Team by providing analysis to higher-level positions outputs in alignment with role responsibilities. - o Liaising with various internal stakeholders to acquire and provide information where applicable.
<u>Problem Solving</u> The level of judgements required, alongside the availability of guidelines/procedures and the degree of analysis and innovation to arrive at a solution.	- o Researching and analysing varied problems using diverse and potentially contradictory data sources. - o Applying initiative and judgment in interpreting complex information and operational issues.
<u>Freedom to Act</u> The degree of independence exercised within the role.	- o Progress reviews are usually undertaken, but assistance from superiors is given only when requested. - o Major strategic and high-value decisions are at the jurisdiction of the Manager of Assessment Services. - o Using previous knowledge and precedent to interpret broad/general instructions or objectives without detailed procedural guidance with specific completion targets usually provided. - o Research and Statistical Analysts have specific completion targets, but autonomy to follow generalised instruction and self-manage workload.
<u>Impact of Decisions</u> The extent to which decisions made by the role holder impact the physical, financial and human resources of Aspeq.	- o Taking a hands-on approach to tasks, rather than delegation. - o Decision making focused on best use of own time and optimal processes. - o The cost of your decisions is the cost of your own time.

ROLE FACTORS	CRITERIA FOR SUCCESS
	Significant decisions impacting the organization, are at the jurisdiction of and to be made by the Head of Assessment Services.
<u>Interpersonal skills</u> The nature and degree of interaction at various levels the role requires to complete tasks.	- Excellent written and verbal communication when interacting with key relationships. - Utilising courtesy, tact, and diplomacy to engage with, listen, and relate to stakeholder perspectives. - Key interactions are not supervisory, rather pertaining to the on-going basis of work, i.e. seeking information and answering questions. - Ability to translate complex data into content understandable for key stakeholders.
<u>Authorities</u> The level of formal financial, staffing and contractual authority allowed and exercised within the role.	- Complying with established procedures and protocols to ensure consistent delivery. - The Research and Statistical Analyst role does not have authority to make or approve any expenditure on behalf of Aspeq.
<u>People Management</u> The responsibility for supervision and management of Aspeq's' human resources.	The Research and Statistical Analyst role does not include the formal or informal supervision of training or supervising other staff.
<u>Administration</u> Legislative matters, right to work and additional administrative matters.	- Must be eligible to work in New Zealand. - Candidates must agree to a Ministry of Justice Conviction check for New Zealand, a Federal Conviction check for Australia, other overseas security clearances as required, and the possibility of a credit check. This may where be required by the relevant security clearance process include providing information about immediate family members.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
<u>Question Bank Analysis</u>	- Regularly monitor the performance of items to ensure they are fit for purpose, valid and reliable. - Identify unfair examinations, establish the reason for the anomalies, and provide recommendations. - Metrics and reporting to improve question bank processes. - Ad-hoc reviews and analysis regarding customer requirements - Maintain records to track contractual activities related to the review of question banks.
<u>Research</u>	- Undertake research to identify the tools that will enable Aspeq to identify potential cheating, misuse of the system, flaws in the system, and areas for examination content improvement. - Identify what ongoing statistical analysis is required to performance monitor questions and examinations, including determining the data to be analysed and ensuring outputs support desired outcome. - Act as subject matter expert on data trends and statistical analysis relating to potential cheating, misuse of system, flaws in the system and areas for examination content improvement.
<u>Workflow Support</u>	- Amending Quadrant workflows for changing business processes. - Amending workflows, databases, workspaces, and webforms for changing businesses processes and new customers.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
	o Contributing to requirements gathering and prioritising for Quadrant improvements.
<u>Team Activities</u>	- o Participant in team meetings and team building activities. - o Provide advice and support regarding changes to business processes related to workflows and use of examination data. - o Participate as part of the Assessment Services policy discussions to achieve process improvement, streamlining, reengineering and efficiencies gains.
<u>Live our Values</u>	o Know and Demonstrate Aspeq's values.
<u>Other</u>	o Any other activities as directed in line with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world