



Service Strategy and Insights Analyst

- Full time, Ongoing
- Band 7, Starting salary \$106,343 plus superannuation

The Role

Are you passionate about turning complex data into meaningful insights that influence strategy, improve performance, and deliver community outcomes?

We are seeking an innovative and forward-thinking Service Strategy and Insights Analyst to drive the evolution of our organisational intelligence capability and help shape informed decision making across the organisation.

This is a unique opportunity to combine advanced analytics, data science, emerging technologies and artificial intelligence with strategic planning and organisational performance reporting to create lasting impact.

Key responsibilities include:

- Develop and advance the organisation's intelligence capability through data analytics, artificial intelligence and emerging technologies
- Analyse complex organisational information to identify trends, patterns, risks and opportunities that support strategic planning and organisational improvement
- Deliver high-quality insights, intelligence products and recommendations that inform executive and organisational decision making
- Lead the collection, validation, interpretation and governance of organisational performance data.
- Monitor and report progress against a range of council plans and reporting requirements

About You

You are a strategic thinker who combines strong analytical capability with exceptional communication and stakeholder engagement skills. You enjoy solving complex problems, uncovering insights, and using evidence to influence positive organisational outcomes.

You will bring:

- Relevant qualifications or certifications in IT, business, data analytics, data science, business intelligence organisational intelligence or similar
- Demonstrated experience analysing complex information and translating findings into strategic insights and recommendations
- Advanced analytical, critical thinking and problem-solving skills with the ability to identify trends, patterns and opportunities
- Proven ability to influence decision making through evidence-based insights
- Experience collecting, validating, analysing and interpreting organisational data
- Knowledge of organisational performance, planning and reporting frameworks
- Excellent relationship-building skills, with the ability to engage and collaborate with a range of stakeholders
- A continuous improvement mindset and enthusiasm for innovation and emerging technologies



This role requires a police records check and employee Working with Children Check.

Benefits

- Annual salary increases (next increase from 12 October to \$109,533) | Annual leave loading
- Flexible and hybrid work options | Full time position | Secure and stable employment
- Paid parental leave | Purchased leave | Study leave | Training & development opportunities

Visit our Employee Benefits [website](#) for more of our benefits.

Position Description

Please view the position description and detailed position demands document in “Job Attachments”

Contact

If you require any further information regarding this position, please contact **David Heilbron, Manager Strategic Transformation, 0421 606 153.**

To Apply

Please submit your cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume by **11pm, Monday 12 October 2026.**

About Us

The City of Greater Bendigo is in the heart of central Victoria on Dja Dja Wurrung and Taungurung Country. Located just 90 minutes’ drive from Melbourne, our region offers all the benefits of a large city with a warm and welcoming country feel.

Greater Bendigo is an attractive region that is famous for its food and wine, and boasts the Bendigo Art Gallery, theatres, stunning heritage buildings and natural surrounds that provide great recreational opportunities. There are also high quality education and health services, a wide range of housing options, excellent rail and road networks, and Bendigo Airport has regular direct QantasLink flights to Sydney.

We provide more than 65 important services to support our community, which is heading towards a population of 200,000 by 2050. Now is a great time to join us!