# **Data Manager Job Description**

# **The role**

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| **Position Title**  | Data Manager  |
| **Location**  | A mix of office and home working in line with CLCs Australia’s COVID19 safe working practices. Office location: Level 10, 307 Pitt Street, Sydney |
| **Classification** | Fixed Term Contract to 30 June 2021 Role is classified as equivalent to **level 7** of the *Social, Community, Home Care and Disability Services Industry Award 2010* (the Award). |
| **Description of the role/s** | Overall responsibility for all data, evidence and research work undertaken by CLCs Australia. This role undertakes a combination of strategy and implementation work and is also part of the CLCs Australia leadership team. |
| **Reports to** | COO |
| **Supervises** | Up to three staff or volunteers on a project basis |

**Responsibilities**

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| **Program Delivery**  | This role takes overall responsibility for all data, evidence and research work undertaken by CLCs Australia. This is a cross team and hands-on role reporting to the COO. The Data Manager will ensure all data in CLCs Australia is available to be used for organisational strategic priorities in an efficient and effective manner. This may include:  * Managing organisational and service delivery data from community legal centres and CLCs Australia
* Leading the data component of research, advocacy, and communications initiatives
* Providing guidance and oversight of training to ensure data consistency
* Participation in government and other discussions around data and data standards
* Providing guidance to the sector on data informed planning

 This role will improve our evidential data through providing a data consistency guide, improving reporting through our national case management system, and managing the data collected about the secctor.This role will work with existing colleagues, as well as sector and external stakeholders. The role is broad in nature and requires someone who can work across multiple projects and teams while maintaining relationships and contributing to CLCs Australia’s organisational culture.  |
| **Stakeholder Engagement**  | * Work with key stakeholders to develop consistent data standards nationally
* Act as a key point of contact in relation to data reporting and management for internal and sector stakeholders
* Work with internal stakeholders to ensure there is a culture and practice of data driven and evidence-based planning and decision making.
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| **Systems and procedures** | * Promote data consistency and availability, ensure our data management systems can collect data in line with our data consistency guide
* Build internal skills and capacity to ensure compliance with reporting requirements
* Oversight of internal data requirements and systems, analysis of data, sector surveys etc
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| **Support** | * Provide support to other service areas in relation to data management
* Provide support, reports and any other duties as directed by line supervisor, Manager, Executive or others as required.
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| **Other** | * Contribute to and work in a way that is consistent with CLCs Australia organisational culture, aligned with our Values, Strategic Plan, Reconciliation Action Plan and other organisational plans, policies and procedures.
* Work to maintain and improve CLCs Australia culture
* Contribute to the continuous improvement and business continuity of CLCs Australia
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**Selection Criteria**

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| **Skills and experience**  | * At least 8-10 years’ experience in data management and quantitative analysis - demonstrated ability to deliver both strategic planning and project implementation required
* Proven record of achievement in leading the development, management and evaluation of data systems, training and reporting across a variety of stakeholders with an emphasis on data consistency and standards
* Excellent interpersonal skills - strong written and verbal communications skills, collaboration, and team skills
* Ability to engage with a range of stakeholders, who have varying levels of ICT literacy
* Digital competency including using the Microsoft 365 suite, and MacOS
* Understanding or experience of the community legal sector is preferred
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| **Values and culture** | * Alignment to CLCs Australia Values and organisational culture
* Able to travel within Australia, and to undertake regulatory checks as required
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| **Personal attributes** | * You are self-motivated, flexible, adaptable, and create sustainable relationships and are client/customer focused – you work well in teams.
* You are practical and solutions-focused – a problem solver, you are comfortable and competent online and in-person.
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