

## DATA & BUSINESS INSIGHTS MANAGER

### POSITION DESCRIPTION

#### Work type

0.6 – 0.8 FTE (negotiable)

#### Location

East Melbourne and from home as required

#### Background

Australian Communities Foundation (ACF) is a community of giving, powered by a courageous ambition: a fairer and more sustainable Australia. As a broker of change, we connect those who can give with the people and organisations leading the way. We seek to create a fairer Australia by activating a nation of givers and are Australia's only nationally focused community foundation.

ACF coordinates over 1,000 grants to the community each year to the value of roughly \$13 million through a donor-advised grantmaking program. ACF also manages a discretionary fund, the Impact Fund, which gives ACF the opportunity to focus on high-impact philanthropy and further enable ACF's leadership alongside its wider community of donors and other collaborators in the philanthropic sector.

#### Position purpose

The Data & Business Insights Manager is responsible for the integrity, maintenance and iterative development of ACF's data analysis and management systems and data insight processes across the organisation.

The objective of the role is to harness data to support non-finance-based business functions. These include donor (customer) recruitment and experience, grantmaking activity and impact. While a key part of the role will be supporting ACF to articulate our social impact, and so having some experience in evaluation will be useful, this role will have a broader remit to strengthen the way that we manage and use data across ACF.

#### Direct reports

Nil

#### Accountability

This position reports to Head of Impact and works closely with the ACF Leadership Team, including the Head of Philanthropic Services (which is responsible for donor engagement and experience). The position works across the organisation including with the Impact, Philanthropic Services and Engagement, Finance, Marketing and Communications Teams.

## **The successful applicant**

You are fired by curiosity and excited by the prospect of being able to help build data systems that can help organisations perform. You are willing to roll up your sleeves to build and improve data-related systems and processes, and to support other staff members adopt and master them.

You are a confident exponent of data integrity who will take the lead in designing processes that protect and maintain data quality and insights with an eye to ethics and privacy where applicable.

You are a steady hand who will make sure that week in week out, the data is reliable and high quality.

You love numbers because of what they can tell you. Data analysis and visualisation is second nature to you, and you get a kick out of helping others see the story in the numbers they work with. You particularly love harnessing data and the insights they provide in the progressive social change context.

Your careful attention to detail and quality assurance, combined with your incisive analytical skills, will help ACF continue to develop, grow, and demonstrate its impact. Your work will help ACF make the case to donors and doers that ACF is on the path to activating a nation of givers to tackle social, environmental and cultural injustice.

You have strong values and bring a positive and supportive attitude to your work.

Relevant professional experience and demonstrated proficiency in data manipulation, analysis and visualisation is essential.

## **Key responsibilities**

- Lead the development and implementation of ACF's data management strategy (based on the mapping of business user needs)
- Oversee and manage ACF's non-finance-based data quality systems and processes, taking the lead on embedding processes for robust and quality assured data capture, management and analysis (in the near term this will include embedding ACF's grant based coding taxonomy, making sure that ACF's new Foundant data system is being used effectively to support business needs and bedding down an annual data quality assurance and reporting calendar)
- Act as an internal data and insights partner, providing analytical and data visualisation support to ACF staff to support donor engagement and experience, monitor grant making activity, assess and articulate social impact and support research, evaluation and communication activity
- Prepare data and information sets that support continuous improvement around how we do our work
- Support and where necessary develop analysis and reporting frameworks to facilitate continuous improvement, as well as a 'learning as we go' approach
- Maintain and iterate dashboards and data visuals to support the analysis and communication of information relating to ACF's activity and impact

- Support regular business management and Board reporting including the preparation of quarterly Committee and Board reports
- Provide fast-track data analysis and insight checks to Head of Impact, in addition to regular structured reporting, as interesting stories emerge from the numbers and data
- Coordinate and deliver end of year and audit reporting for ACF's Annual Report and ACF's Impact Report(s)
- Support and drive strategic projects aligned to ACF's business priorities

### **Skills and competencies**

- Intellectual curiosity, initiative and ownership for workloads
- Highly developed data management and analytical skills
- Strong administration and coordination skills
- Accuracy, attention to detail
- Ability to work with data systems and databases
- Ability to work well in a small team

### **Key selection criteria**

- Experience in complex data environments with multiple stakeholders
- Experience working within an analytical or evaluation role
- Experience with data visualisation and business reporting systems
- Experience preparing high-level and detailed data-based reports for a variety of purposes and audiences
- Relevant tertiary qualifications
- Ability to solve problems and use initiative where required
- Ability to work with autonomy, highly organised and able to move between tasks and meet deadlines
- Ability and willingness to work at both the strategic and operational level when required
- Familiarity with relevant software, including Power BI, and CRM/Grant making databases

### **Key experience**

- 3-5 years working in a relevant role
- Demonstrated proficiency in data manipulation, analysis and visualisation
- Data quality system management
- Familiarity with evaluation and / or evaluation experience valued but not required

### **Team expectations**

- Demonstrate ACF vision, values and culture in your daily work
- Take a proactive role in promoting equality and anti-discriminatory practice
- Be aware that you have a duty of care for the health and safety of yourself and others
- Assist in maintaining harmonious workplace relationships by openly and efficiently communicating with internal Board, staff, volunteers and external parties
- Be an active, positive team member by demonstrating a willingness to help and support in all areas as required.