

POSITION DESCRIPTION

Title:	Client & Customer Insights Analyst
Enterprise Agreement/Award:	Community Services Multiple Enterprise Agreement
Classification:	CSW 4-CSW 5
Usual work location:	Level 5, 221 London Circuit, Canberra
Cost Centre:	840
Usual hours of work:	76 hours per fortnight (full time)
Position Objective:	<p>This position plays an important role in Anglicare’s genuine attempts to seek, listen and act on our clients’ voices. This role will focus on empowering Anglicare clients and stakeholders to have a say on the quality of service, making sure the voices of those people we serve are heard and used to make continuous quality improvement, and enhance clients’ sense of safety and empowerment. This role mainly involves managing internal evaluation/survey projects, in collaboration with frontline services. You will also get the chance to develop program evaluation reports that will assist in measuring and reporting on our client-focused outcomes.</p>

Position Responsibilities:

- Support the Deputy CEO and Senior Manager Research and Business Intelligence in developing Anglicare's Stakeholder Voice Strategy and Program.
- Manage a program of client and customer surveys in close collaboration with regional services.
- Promote client engagement in the various client voice survey projects to ensure high client engagement and response rate
- Analyse and interpret trends in complex client voice data sets and develop timely evaluation and action reports.
- Support services to use the results to drive continuous improvement and service innovation.
- Design new client voice survey instruments, and identify data gaps in service quality and client outcomes and design data collection methods to close the gap
- Manage the Rental Affordability Snapshot (RAS) research project in collaboration with other Anglicare Australia network organisations
- Any other duties related to evaluation and research that may be required to service the Anglicare Strategic Plan and Mission.

Key behaviours:

Planning and Organising

Establishes a course of action and marshals resources to achieve a specific goal.

Analysis

Reviews and analyses information and recommends a specific course of action.

Communication

Communicates clearly and accurately – listens to and understands the views of others.

Job Motivation

Is self-motivated and maintains a high level of enthusiasm for work responsibilities.

- Key skills:**
- Strong project management skills and the ability to manage multiple projects within deadline
 - Ability to proactively and effectively engage with a broad range of stakeholders across the organization
 - Strong skills in planning and managing data collection and analysis
 - Excellent writing skills and an ability to translate evidence and data into meaningful communications/reporting for specific target audiences
 - Advanced computer literacy skills, with particular experience working with MS Excel.
 - Intermediate level expertise using SurveyMonkey, Qualtrics and Nvivo preferred

- Key knowledge areas:**
- Strong working knowledge of a wide range of qualitative and quantitative research and evaluation methods in the human services context
 - Understanding of the role of advocacy in helping to address conditions of social disadvantage

- Key experience:**
- Demonstrated experience managing research and evaluation projects, preferably in a social services context.
 - Proven experience in roles where you have had to manage multiple projects simultaneously under time and budget pressure.

Qualifications: Relevant tertiary qualification and/or equivalent experience with a focus on social science research methods and data analysis

Reports to: Senior Manager, Research and Business Intelligence

Direct reports: N/A