

Position Description

Position title:	Data and Research Services Manager
Responsible to:	Manager, Business Development
Stakeholders:	CEO, Policy Team, CHIA NSW members
Position type:	Full time, ongoing
Salary	From \$92,585 to \$99,320, dependent on skills and experience, plus 10.5% superannuation, and option to salary sacrifice
Last updated:	June 2022

Overview

CHIA NSW is the industry peak body for community housing in NSW. We have managed a successful tenant satisfaction and outcomes survey service for community housing providers and other organisations since 2012. The tenant satisfaction survey data held by CHIA NSW forms an important component of CHIA NSW's Industry Data Hub (IDH) project, in which the Data and Research Services Manager will be closely involved.

The Data and Research Services Manager will be responsible to the Manager, Business Development for the delivery of high quality and relevant services to support our members. The primary focus of this role is the successful delivery and expansion of CHIA NSW's tenant satisfaction survey and benchmarking service. Since 2012 CHIA NSW has grown this service very significantly and now runs satisfaction surveys for community housing providers around Australia and is diversifying into other survey services. The Data and Research Services Manager will be responsible for the day to day running of the survey service, providing data analysis and insights, leading innovation and continuous improvement activity, and growing the service. The role includes managing contractors to enable the delivery of project outcomes.

The role also involves development of industry information, coordinating peer networks and provision of good practice advice, information and resources to support individual member organisations,

In addition, the Data and Research Services Manager is expected to make an effective contribution to the achievement of the organisation's broader objectives as an industry peak body, as well as to the development of CHIA NSW's data hub.

Work Environment

CHIA NSW aims to promote a dynamic, challenging, collaborative and supportive working environment, which enables staff to focus on the achievement of the organisation's intended outcomes. Individuals will be expected to manage their workload independently and work in partnership with others, both within and outside the organisation.

Industry Data Hub (IDH)

CHIA NSW's data-related services have expanded significantly over the past eight years. Further expansion is now planned through the IDH, a key development for CHIA NSW and the sector. The IDH will significantly enhance members' ability to drive continuous improvement through improved data visualisation and benchmarking experience. The end product is a collection of data dashboards serving a range of audiences (both within and beyond the sector), underpinned by multiple data sources.

Key Work Areas

- Operational oversight, continuous improvement and innovation of CHIA NSW's tenant satisfaction survey and benchmarking service
- Assist with data management, governance and quality of the IDH, in particular the tenant satisfaction survey component
- Expanding and diversifying the survey service
- Member service delivery
- Member engagement and representation
- Industry research and development
- General duties

1. Operational oversight, continuous improvement, and innovation of CHIA NSW's tenant satisfaction survey and benchmarking service

1. Day to day operation of the survey service, including writing proposals, overseeing contractors, project managing individual surveys, co-authoring and performing statistical analyses for survey reports
2. Introducing innovations to our survey service and ensuring the service represents leading practice
3. Developing a deep understanding of CHIA NSW's survey software and, with colleagues, setting up survey instruments and analysing survey data
4. Providing insights into community housing industry performance, including the production of an industry benchmarking report

2. Assist with data management, governance and quality of the IDH, in particular the tenant satisfaction survey component

1. Develop a thorough understanding terms specific to the community housing sector, such as how properties are organised into different Programs
2. Lead the process of preparing and cleaning multiple data sources to be ready for ingestion, including recoding and consolidation of data points in keeping with established rules (and/or establish new rules where required)
3. Lead on how data ingestions should be performed (and the necessary administrative work for this purpose)
4. Work closely with CHIA NSW's technology partner to ensure timely updates for data visualisations/dashboards.

3. Expanding and diversifying the survey service

1. Growing the survey service by identifying new customers
2. Diversifying the service into new types of survey products to support the work of our members

4. Member service delivery

1. Undertake projects to research and develop new products and services to support the needs of our member organisations
2. Manage the delivery of selected projects, including managing contractors to enable the delivery of projects such as the industry's rent calculator
3. Develop an understanding of, and ability to address, queries around the industry's rent calculator

5. Member engagement and representation

1. Manage professional networks and support other team members with coordinating other professional networks
2. Build and maintain relationships with members and other key stakeholders
3. Consult members and other stakeholders as appropriate on particular issues

6. Industry research and development

1. Coordinate and analyse industry information for benchmarking and insight purposes, including writing up sector reports

7. General Duties

1. Participate in the general activities of the organisation
2. Work with colleagues to build a positive and collaborative workplace culture
3. Work with colleagues to develop effective workplace communication practices

4. Carry out other duties as requested by the Manager, Business Development.

Employee's Signature

Date

Manager's Signature

Date

Selection Criteria

Essential

- Demonstrated excellence in survey design and delivery
- Demonstrated experience in quantitative and qualitative research
- Demonstrated knowledge of applying different statistical methods to address targeted research questions, especially regression modelling
- High level data management and analysis skills
- Strong project management skills and the ability to deliver surveys to members end to end
- Excellent writing skills
- Demonstrated experience in using complex survey and data analysis software
- Ability to manage contractors to ensure effective project delivery
- Strong communication and presentational skills with the ability to engage stakeholders of all levels
- Effective time management skills and the ability to work to tight deadlines
- Ability to work independently and as part of a cross-functional team
- An entrepreneurial approach to assist in expanding the survey service
- Ability to deliver member services

Desirable

- Social or community housing experience or experience in a related field
- Understanding of the purpose of a member-based Association
- Postgraduate qualifications or equivalent research experience (applied statistics) in a relevant field
- Data dashboarding skills