**POSITION DESCRIPTION**

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| **General Information:** | |
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| **Position Title:** | **Data Analyst, Program Analytics & Reporting** |
| **Incumbent:** | **Vacant** |
| **Function & Team/Program:** | **Policy & Programs** |
| **Location(s):** | **National Office, Brisbane or Melbourne** |
| **Manager’s Position Title:** | **Manager, Program Analytics & Reporting** |
| **Manager’s Name:** | **Favel de Guia** |
| **Date Prepared:** | **17 June 2022** |
| **Prepared By:** | **Favel de Guia** |
| **Approved By:** | **Christine Hunt** |

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| **Primary Purpose of this Position *(In one sentence - why does the role exist?)*** |
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| Providing the data and insights to inform The Smith Family’s programs and inform evidence-based decision making. Focus will be linked to the Growing Careers project. |

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| **Scope:** | |
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| **Direct Reports to this Position** | **Indirect Reports** |
| By Position Title | Total Number |
| * Nil | * Volunteers as requested |
| **Financial Dimensions controlled by this Position *(Include key financial metrics such as revenue growth, income & expense budget, etc)*** | |
| **Direct control** | **Indirect control** |
| * Nil | * Nil |
| **Other Dimensions of this Position** | |
| * Deliver consistent, accurate and timely reporting and analysis linked to the Growing Careers project and identified areas for efficiency gain across various reporting and data analytics need encompassing this program. * Partner with functional teams to understand key strategic business objectives and provide insights to enable decision making. * Work in close collaboration with the Data Platform Team and Program Analytics and Reporting team to support the operational Learning for Life teams having greater access to meaningful data. * Cultivate and disseminate knowledge and best practices regarding data management, visualisation and reporting. This includes providing coaching and focussed training as identified. | |

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| **Setting Priorities *(how is work prioritised)*** | |
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| How often does employee prioritise their own work?  Eg. Daily, weekly, monthly, annually, other | This position is required to prioritise work daily, aligned with the annual work plan and recognising that the role needs to respond to emerging issues.  The role will work with the Operations Team in determining the Operational reporting requirement and will therefore have a work plan of priorities covering the time of this contract |
| How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other | This position will determine the work schedule and priorities of volunteers as appropriate and in alignment with the frequency of their engagement |

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| **Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*** | |
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| **Internal** | * Growing Careers Project Team – Project Manager, Project Officer, Delivery Manager, Project State Leads etc. * Policy and Practice National Manager, Managers and Analysts * Program Quality & Implementation National Manager, Manager and Analysts * Regional Program Managers, Team Leaders and Program Coordinators/Family Partnership Coordinators (State and Territory Operations Team) * Research & Advocacy Team * Data Team (IT/Business Information Services) * Student Squad * Service Desk, Dynamics and Digital Platform Teams (IT/Business Information Services Team) |
| **External** | None |

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| **Key Decision Making in this Role: *(What are the key decisions and recommendations made in this role?)*** |
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| Decisions Expected   * None |
| Recommendations Expected   * Program data management methodology and definitions * On-going improvements (including system changes) to data capture, analysis and reporting processes * New approaches and opportunities, as backed by data, to challenge the status quo |

**Every Team Member at The Smith Family:**

* Is expected to uphold The Smith Family Values and Culture;
* Understands and complies with the Child Protection Framework;
* Takes reasonable care for the health and safety of themselves and others;
* Understands and complies with the Workplace, Health and Safety Systems;
* Reports hazards and incidents and participates in risk management as required.

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| **Key Responsibilities / Accountabilities:** | | |
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| **Major Area: Program Analysis, Insights and Reporting** | **% of Job: 60%** | |
| Use available internal and external data to provide analysis and insights to answer specific business questions, inform evidence-based decision making and the achievement of Organisational goals. | | |
| Utilise Business Intelligence and Data Visualisation knowledge and tools to present information and insights in a consumable and compelling fashion. | | |
| Identify and analyse key business drivers and produce business insights focused on improving program and practice outcomes. Including interpreting data, trends or patterns of behaviour, analysing results; and making recommendations | | |
| Deliver consistent, accurate and timely program reporting to inform evaluation for our Growing Careers program. Including data quality checks and issue identification, extraction, matching, analysis and summarisation | | |
| Present formal analysis and recommendations to key stakeholders in an engaging, accessible and user centred way | | |
| **Major Area: Reporting Capabilities and Business Analysis** | **% of Job: 30%** | |
| Collaborate with IT functional teams to develop and maintain innovative and effective reporting solutions to enable, Policy & Program and regional *Learning for Life* Operations teams greater access to meaningful data | | |
| Work with stakeholders to understand their data and reporting needs and translate into delivery. Developing consistent reporting practices, documenting data/reporting requirements in a practical and opportunity focused way, refining report criteria and capturing data definitions | | |
| Work with stakeholders to support any data related queries and coach on effective data practices and data driven decision making. | | |
| Identify and lead opportunities for CONNECT CRM system improvements and best practice regarding data capture, analysis and reporting processes | | |
| Optimise workflow by assessing suitability of regular tasks for report automation | | |
| **Major Area: Program Data Quality** | | **% of Job: 10%** |
| Continually improve, create and optimise data quality checks to ensure business processes are being followed and excellent data quality | | |
| Work with stakeholders to improve business processes around using and recording data. | | |

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| **Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*** | | |
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| * Working in a complex cross functional environment * Building a comprehensive understanding of The Smith Family specific data, processes and business rules * Effectively managing own time and work schedule to ensure data cleansing activities are performed on time * Building and maintaining relationships with key stakeholders * Ensuring clear and effective communication to a range of stakeholders, both technical and non-technical | | |
| **Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*** | | |
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| **Education /**  **Qualifications / Memberships:** | **Essential** | **Desirable** |
| * Tertiary level qualification or equivalent work experience | Data/Analysis specific associations or training |
| **Experience:** | **Essential** | **Desirable** |
| * Advanced level in Microsoft Excel (including complex formulas and pivot tables) * Demonstrated experience in extracting and manipulating data using SQL * Experience with PowerBI or similar data visualisation tools * Demonstrated experience in requirements gathering and documentation * Managing communication across a broad range of stakeholder groups * Strong working knowledge of data manipulation and reporting tools and processes * Working across multiple concurrent priorities | * Experience using Microsoft CRM Dynamics * Experience working in Azure environment * Experience providing planning, forecasting and KPI reporting * Previous work experience or knowledge of working in a not for profit organisation |
| **Competencies** | **Essential** | **Desirable** |
| * Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy * Ability to understand and respond to stakeholder reporting needs * Ability to work individually and with team with a positive attitude to learn and grow * Flexibility to accommodate change * Adept at responding to queries and presenting findings * Excellent verbal and written skills, strong teamwork, collaboration and stakeholder management skills * Accountability and responsibility for work outcomes | * Demonstrated commitment to learning, developing skills and sharing knowledge |