

POSITION DESCRIPTION

General Information:	
Position Title:	Data Analyst, Program Analytics & Reporting
Incumbent:	Vacant
Function & Team/Program:	Evidence & Impact
Location(s):	National Office, Brisbane
Manager's Position Title:	Manager, Program Analytics & Reporting
Manager's Name:	Favel de Guia
Date Prepared:	July 2025
Prepared By:	Favel de Guia
Approved By:	Christine Hunt

Primary Purpose of this Position (<i>In one sentence - why does the role exist?</i>)
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.

Scope:	
Direct Reports to this Position By Position Title	Indirect Reports Total Number
<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Volunteers as requested
Financial Dimensions controlled by this Position (<i>Include key financial metrics such as revenue growth, income & expense budget, etc</i>)	
Direct control	Indirect control
<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Nil
Other Dimensions of this Position	
<ul style="list-style-type: none"> 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 <i>Learning for Life</i> 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. 	

Setting Priorities (<i>how is work prioritised</i>)	
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

Key Relationships (Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)	
Internal	<ul style="list-style-type: none"> • Growing Careers Project Team – Project Manager, Project Officer, Delivery Manager, Project State Leads etc. • Policy, Practice & Analytics National Manager, Managers and Analysts • Programs & Strategic Initiatives Group Manager, Managers and Analysts • Regional Program Managers, Team Leaders and Program Coordinators/Family Partnership Coordinators (State and Territory Operations Team) • Research & Evaluation National Managers, Officers • Data Team (IT/Business Information Services) • Family and Student Squad • Service Desk, Dynamics and Digital Platform Teams (IT/Business Information Services Team)
External	None

Key Decision Making in this Role: (What are the key decisions and recommendations made in this role?)
Decisions Expected <ul style="list-style-type: none"> • None
Recommendations Expected <ul style="list-style-type: none"> • 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.

Key Responsibilities / Accountabilities:	
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, Evidence & Impact and regional <i>Learning for Life</i> 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.	

Key Challenges in Achieving Goal(s): <i>(What are the key challenges faced by this role in meeting goals/objectives)</i>		
<ul style="list-style-type: none"> 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: <i>(What background, knowledge, experience or competencies are required to perform the role at the expected level?)</i>		
Education / Qualifications / Memberships:	Essential	Desirable
	<ul style="list-style-type: none"> Tertiary level qualification or equivalent work experience 	Data/Analysis specific associations or training
Experience:	Essential	Desirable
	<ul style="list-style-type: none"> Advanced level in Microsoft Excel (including complex formulas and pivot tables) Demonstrated experience in extracting and manipulating data using SQL Experience with Power BI 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 	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy 	<ul style="list-style-type: none"> Demonstrated commitment to learning, developing skills and sharing knowledge

	<ul style="list-style-type: none"> • 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 	
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