

# Business Analyst (Data & Reporting)

## Position Description

### General

The Business Analyst (Data & Reporting) will conduct the duties outlined below within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (the Centre).

### Reporting Relationship/s

The Business Analyst (Data & Reporting) reports to the Chief Operating Officer (COO) and will work closely with the Head of Service Delivery who provide direction on data and reporting priorities.

### Duties

#### Data Analysis & Insights

- Extract and analyse client, service, call centre and operational data from multiple systems to identify trends, risks and opportunities.
- Translate data into clear insights to support the Executive team.
- Support the development of KPIs, performance metrics and impact measures aligned with the strategic plan and funding requirements.
- Provide regular and ad hoc reports to the Executive team.

#### Reporting & Dashboards

- Develop, maintain and enhance internal and external reporting frameworks.
- Build dashboards and visualisations to support performance monitoring.
- In collaboration with the Financial Controller, prepare accurate non-financial reports to funders; reporting against agreed targets and outcomes.
- Support reporting to the Board and the Executive team.
- Improve consistency, accuracy and usability of organisational reporting.

## **Data Management & Quality**

- Undertake regular data cleaning and quality assurance activities, including deduplication, standardisation, validation and reconciliation, to improve the reliability of reporting and decision making.
- Identify gaps or inconsistencies in data capture and make recommendations to strengthen data capture processes.
- Work with teams to improve data integrity, consistency and capture practices.
- Support the development of data governance processes and data standards.
- Develop training materials and resources and deliver training sessions to reinforce best practise data capture.

## **Automation & Process Improvement**

- Identify opportunities to automate reporting and data workflows; including integrating data from multiple systems;
- Lead and coordinate data and reporting improvement projects end-to-end (scope, plan, risks/issues, stakeholders, delivery and change management), ensuring outcomes are delivered on time and to agreed quality;
- Support ICT and Service Delivery teams to optimise data intake systems (Client Management System, Call Centre Management system).

## **Stakeholder Engagement**

- Work collaboratively with a range of internal and external stakeholders including the Executive Team, Service Delivery Teams, Policy & Advocacy team, the Financial Controller, Contact Centre Manager, ICT Manager and external funders.
- Build data capability across the organisation through training and guidance;
- Translate business requirements into practical reporting and systems solutions.

## **General**

- Other duties as directed by the COO and/or Head of Service Delivery.

**END**