

POSITION DESCRIPTION

ORGANISATION INFORMATION

Position title	Data & Intelligence Manager	Position type	Permanent ongoing Full time
Reports to	Associate Director Technology, Data & AI	Hours per week	38 (1.0 FTE)
Team	Technology, Data & AI; Business Performance & Optimisation	Award classification	SCHADS Level 6
Direct reports	1 (Data Analyst)	Budget	TBC
Date reviewed	July 2026	Out of Hours Working Requirement	Medium

About Plan International Australia

Who we are. What we do.

We are the world's leading organisation dedicated to girls' equality.

We believe when we invest in girls, everything changes - their families, communities and entire nations rise. We tackle the root causes of inequality, support communities through crisis, and shift money, power and influence toward girls and the local organisations closest to them.

We are evolving. We are becoming a catalyst for change - mobilising evidence, influence and investment that strengthens those closest to the issues, rather than simply delivering programs ourselves. This is the world you will help us create.

What does it feel like to work here?

- You will get up each day knowing your work helps create justice and equality for girls.
- You'll feel part of a broader team - beyond just the people you work with every day - because we see that creating change for girls takes all of us, working as one interconnected organisation.
- You'll give and receive quality feedback and help build feedback loops across the organisation.
- You'll find strength in our diversity, inclusiveness and mutual respect.
- You're empowered to make decisions within your remit - consulting those with a stake, and escalating when high-risk or hard to reverse.

How you will bring your best to this role:

- You will demonstrate a deep commitment to equality, human rights and gender justice in all you do.
- You will challenge power dynamics and processes that are unjust.
- You will share power and seek out the strengths of colleagues, while holding clear accountability for your areas of responsibility. You will work beyond traditional team boundaries, enjoying collaboration and coaching over directing.
- You will embody self-awareness and the courage to be vulnerable.
- You will embrace using AI and technology responsibly and ethically to help us work smarter and deliver more for girls.
- You will look for ways to evolve our ways of working.
- You will demonstrate a deep commitment to child protection and safeguarding in all you do.

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How this role contributes to the strategy

We know that investing in girls is the most powerful investment the world can make - when girls rise, their families, communities and nations rise with them. Our strategy turns this belief into action through a simple but powerful cycle: when we build the evidence and influence that makes the case for investing in girls, we attract the resources that fund real impact - and that impact strengthens our evidence and influence in turn. Each part reinforces the others, and every role plays a part.

This role turns PIA's data into intelligence the organisation can act on. It builds and manages the data foundations - warehouse, pipelines, governance and quality - that connect information across our systems, and delivers the analytics, dashboards and insights that help every part of PIA make better decisions. While supporter and fundraising data is currently the largest and most complex area, this role holds accountability for data across all organisational domains - supporter, impact, financial, people and operational. It also holds PIA's knowledge management approach, ensuring organisational information is structured, accessible and ready to be used - including by AI. As a manager within the Technology, Data & AI team, this role develops team capability, integrates emerging AI and automation into everyday practice, and contributes to the leadership of the function.

Key responsibilities and accountabilities

Data infrastructure and warehouse

- Own the delivery, evolution and ongoing management of PIA's data warehouse and data pipelines, in line with the strategic direction set by the Associate Director of Technology, Data & AI.
- Design and maintain data flows between source systems (CRM, finance, HR, program and operational platforms), the data warehouse and reporting layers.
- Partner with the Lead Systems Manager on data integration - where systems build the pipes, this role ensures the data flowing through them is well-structured, reliable and usable.
- Continuously improve data infrastructure to reduce manual effort, improve timeliness and enable new analytical and AI use cases.

Data governance, quality and management

- Operationalise PIA's data governance framework across all data domains - supporter, impact, financial, people and operational.
- Own data quality standards and monitoring - including proactive dashboards, anomaly detection and exception reporting - replacing reactive, retrospective cleansing.
- Maintain data definitions, dictionaries and lineage documentation so data can be understood and trusted across the organisation.
- Support access controls, classification and lifecycle management in partnership with the Infrastructure & Security Manager.
- Lead data quality initiatives that reduce reconciliation risk, improve reporting accuracy and support audit and compliance obligations.

Analytics, insights and reporting

- Lead the delivery of analytics, dashboards and insights that support decision-making across the organisation.
- Partner with business teams - starting with Fundraising and expanding to Impact, Finance and Organisational Development & Culture - to understand their data needs and deliver against them.
- Build organisation-wide data literacy so teams can act on insight, not just receive reports.
- Support the Fundraising Data Manager and other business product owners with the data infrastructure, segmentation and analytics they need to drive retention, conversion, impact and organisational outcomes.
- Identify and share insights proactively - including from campaign, program and operational data - so the organisation learns and improves.

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Knowledge management

- Own PIA's knowledge management approach, ensuring organisational information is structured, accessible, well-maintained and ready for both human and AI use.
- Reduce fragmentation and duplication of organisational knowledge; make it easier for staff to find what they need.
- Partner with business teams to structure and maintain knowledge that supports their work.

AI integration and optimisation

- Integrate AI and automation into data and intelligence practice, working alongside the AI/Automation capability within TDA.
- Ensure data foundations are AI-ready - well-structured, well-governed and appropriately controlled.
- Identify and act on opportunities to use AI to improve data quality, analytics, reporting and insight generation.
- Model responsible and ethical AI use within the team and across the organisation.

Team leadership

- Lead, mentor and develop the Data Analyst, providing guidance, feedback and growth opportunities.
- Foster a collaborative, curious and service-oriented culture aligned with PIA's values.
- Model feminist leadership principles.
- Support onboarding of contractors and specialists engaged for major data programs (e.g. data warehouse delivery).

Connections

Our strategy depends on connected ways of working - integrating effort across teams. No single team delivers our ambition alone.

This role holds the following connections, each essential to delivering our strategy:

- **Across the Technology, Data & AI team** - partners with the Lead Systems Manager on data integration and warehouse flows, and with the Infrastructure & Security Manager on data protection and access.
- **With the CRM product owner** - partners closely on supporter data infrastructure, segmentation, analytics and CRM data flows.
- **With Fundraising, Philanthropy and Donor-facing operations** - provides the data, segmentation and analytics that underpin supporter acquisition, retention, conversion and lifetime value.
- **With Finance** - supports financial data quality, reporting infrastructure, reconciliation analytics and audit response.
- **With Impact and Programs** - supports program data, evidence data and impact reporting.
- **With People & Culture** - supports workforce data and analytics.
- **With External Affairs** - supports philanthropy pipeline analytics and evidence for external positioning

Ways of working

- Actively model connected, collaborative ways of working across teams.
- Hold and strengthen the key connections identified above.
- Share power and decision-making; seek out and build on the strengths of colleagues.
- Openness to using AI and new technology responsibly and ethically to further our mission by embracing tools that help us work smarter and deliver greater impact for girls.
- Model feminist leadership principles in behaviour and practice.
- Demonstrate commitment to shifting power and resources toward girls and local partners.

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What you'll bring (key selection criteria)

Skills and experience

- Substantial experience leading data management, analytics and intelligence work in a complex organisation, ideally in fundraising or marketing context.
- Demonstrated experience implementing and managing data warehouses, data pipelines and integration flows across multiple source systems.
- Demonstrated experience implementing knowledge management projects with clear governance and strong user engagement.
- Strong data governance and data quality experience - including framework design, quality monitoring and audit response.
- Advanced experience with data manipulation, analysis and visualisation tools (e.g. SQL, Python, R, Power BI or equivalent).
- Experience delivering analytics and insights across multiple business domains (supporter data essential; impact, financial or workforce data desirable).
- Experience or strong interest in integrating AI and automation into data practice.
- Experience mentoring or leading team members and supporting their development.
- Excellent communication skills; able to translate data and analytics into decision-useful insight for non-technical audiences.
- Good understanding of Australian Privacy Principles and data protection obligations.

Connection and collaboration

- Demonstrated ability to work effectively across team boundaries and join up work between functions.
- Experience holding shared accountabilities and managing handoffs between teams.
- Experience partnering with business product owners and external specialists.

Values and ways of working

- Demonstrated commitment to gender justice, feminist leadership and sharing power
- Willingness to work in connected, collaborative, non-hierarchical ways
- Adaptive mindset – comfort with change, ambiguity and evolving ways of working.
- Commitment to child protection and safeguarding.

How will you know it's going well? (key performance indicators)

Delivery

- PIA's data warehouse, pipelines and infrastructure are stable, well-governed and continuously improving.
- Data quality across all domains is trusted, monitored and improving; issues are detected proactively rather than at month-end.
- Analytics, dashboards and insights are timely, accurate and actively used by business teams to make decisions.
- Data literacy across PIA is growing; colleagues know how to access and use data confidently.
- High data quality and intelligence supports the achievement of strong fundraising results
- Knowledge management is structured, accessible and supporting both human and AI use.
- AI is being integrated into data and intelligence practice, delivering measurable improvements in quality, speed or insight.
- Audit and control findings related to data are addressed within agreed timeframes.

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- Clear accountability is held for areas of responsibility, with decisions made confidently and owned.

Connections

- The key connections this role owns are working effectively - colleagues experience the role as a strong data and intelligence partner.
- Business teams know how to work with the role and get value from it.
- This role reliably provides what others need - handoffs are clean, contributions are timely, and colleagues experience this role as a strong and generous connector.
- Connections this role contributes to are actively supported.

Ways of working

- Power is shared and the strengths of colleagues actively sought, balanced with clear accountability.
- Feminist leadership principles modelled and embedded.
- Organisational ways of working practices are completed and contributed to actively.
- Contribution to a connected, collaborative organisational culture.

Who you'll work with externally

External connections:

- Employment law advisers and specialist HR counsel.
- External coaches, facilitators and consultants (commissioned by the COO).
- HRIS and people system vendors.
- Employee Assistance Program provider.
- Sector networks and peer organisations in people and culture.

Safeguarding, Gender Equality and Inclusion

Safeguarding, gender equality, inclusion and anti-racism are central to who we are and how we work. We take seriously our responsibility to ensure that we, and anyone who represents us, does not harm, abuse or commit any act of violence against the people we work with - including children, young people, and all participants and partners. Upholding these standards is the responsibility of everyone at Plan International Australia.

Everyone is expected to:

- Demonstrate a commitment to safeguarding, gender equality, inclusion and anti-racism.
- Complete and maintain mandatory Safeguarding and GEI training.
- Apply our safeguarding and GEI policies, standards and values in their work.
- Contribute to a safe, equitable, inclusive and respectful culture.

Specific responsibilities for this role:

- Ensure data governance, quality and access arrangements uphold the safeguarding of children, young people and vulnerable participants whose data PIA holds.
- Ensure analytics, reporting and dashboards do not create unintended data exposure, particularly for sensitive personal, participant, donor or employee data.
- Embed data ethics considerations into analytics and AI-integrated work, including assessment of bias, appropriate use and privacy.
- Support access control, classification and audit logging arrangements in partnership with the Infrastructure & Security Manager.

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- Model inclusive leadership within the team.

Risk governance

Safeguarding Risk Level	High: – Access to organisational data holding sensitive personal, participant, donor, financial and employee information	
Police Check Required	Yes ☒	No ☐
Working With Children Check Required	Yes ☒	No ☐
Global Anti-Terrorism Screening Required	Yes ☒	No ☐