

Position Description	
Position title	Data Insights and Projects Lead
Position reports to	Manager, Homeless Law
Position supervises	Legal Administrators and volunteers
Position works in close collaboration with	Head, MEL Lead, Data Insights Lead, Homeless Law lawyers, social workers, legal administrators, other specialist staff, secondees, practical legal trainees and volunteers
Employment status	Fixed term 12-month contract
Hours	37.5 hours a week (1.0 FTE), 0.8 considered
Salary	\$101,890.27 (JC4 B) per annum (pro-rata), plus superannuation which will be paid according to statutory requirement, with annual leave loading, additional leave benefits and generous salary packaging options.
Location	Level 5, 446 Collins Street Melbourne (hybrid working model: 40% time spent in the office across the month).

Role Purpose

The role will deliver data-driven insights central to Homeless Law's work to increase access to legal support and progress social justice. The role is focused on using data analytics to inform Homeless Law's strategy, leveraging reports and performance metrics to develop rich insights into Homeless Law's work, impact and help-seekers.

The role will deliver qualitative and quantitative insights on Homeless Law's impact, supporting funder and impact reports, grant applications, and service design. The role will be responsible for designing improvements to Homeless Law's existing data systems and processes.

The role will also provide critical project support across Homeless Law activity, including coordination of stakeholder engagement, resource development and training activities.

Key Responsibilities

Strategic data analysis

- Lead strategic data analysis to generate actionable insights that inform service delivery, digital tool development policy, and strategy.
- Ensure data quality, accessibility, and usability for various purposes, including operational and strategic decision-making
- Work closely with the Monitoring, Evaluation and Learning (MEL) Lead to design and implement evaluation frameworks, ensuring alignment between data insights and impact measurement.

- Develop and maintain clear documentation of data systems and processes, and deliver training to build staff capability, including effective use of platforms such as Microsoft Dynamics 365.
- Analyse trends and emerging needs to inform service planning, innovation, and continuous improvement, ensuring responsiveness to client needs and sector developments.

Funding and reporting

- Lead the preparation of high-quality data inputs for funding and impact reports, ensuring accuracy, clarity, and alignment with funder requirements.
- With the Manager and Head, contribute to grant applications and proposals by leveraging data insights to demonstrate need, impact, and outcomes.

Project work and collaboration:

- Provide project coordination support across Homeless Law projects, including coordination of stakeholder engagement, resource development and training activities.

Organisational contribution:

- Contribute to Justice Connect's Reconciliation Action Plan and inclusion initiatives.
- Support organisational learning by sharing legal insights and trends.
- Participate in cross-team projects or collaborations as needed.
- Demonstrate behaviours aligned with Justice Connect's values and expectations.

Workplace health and safety:

- Lead, promote, and maintain a safe work environment and culture, ensuring compliance with WH&S laws, policies, and procedures, and proactively identify and mitigate WH&S risk within the workplace.
- Take all reasonable care regarding the health and safety of yourself and others in the workplace and ensuring compliance with policies or procedures.

Selection Criteria

Qualifications:

- Relevant tertiary qualification, for example in analytics, statistics, social sciences, law, or related field.

Technical expertise:

- Demonstrated expertise in data analysis, visualisation, and reporting, including proficiency in tools such as Excel, Power BI, and/or CRM systems like Microsoft Dynamics 365.
- Strong understanding of data governance, data quality management, and ethical data use, particularly in relation to sensitive client information.
- Experience applying data methodologies to monitoring, evaluation, and learning (MEL), including developing metrics, dashboards, and impact frameworks.

Experience:

Our ideal candidate will have:

- Proven experience analysing complex datasets to generate insights that inform service delivery, strategy, and decision-making.
- Experience managing projects with support, including planning, stakeholder engagement, implementation, and evaluation.

- Experience contributing to funding applications, reporting, and/or advocacy work by translating data into compelling narratives and evidence.

Knowledge, skills, and attributes:

- Strong analytical and critical thinking skills, with the ability to interpret data and communicate insights clearly to non-technical audiences.
- Excellent stakeholder engagement and collaboration skills, with experience working across interdisciplinary teams and with diverse communities.
- Proactive, adaptable, and solutions-focused, with a demonstrated commitment to social justice and improving outcomes for people experiencing disadvantage.

