

POSITION DESCRIPTION

General Information:	
Position Title:	Data Specialist, Learning for Life Customer Support and Administration
Incumbent:	New role
Function & Team/Program:	Learning for Life Services and Enablement, Evidence and Impact.
Location(s):	Preference Brisbane Office – Other locations considered
Manager's Position Title:	Team Leader, LfL Customer Support and Administration
Manager's Name:	Punetha Subbaroo
Date Prepared:	24 August 2026
Prepared By:	Kahlee O'Sullivan
Approved By:	Jordana Brown

Primary Purpose of this Position (*In one sentence - why does the role exist?*)

The position of the Data Specialist, LfL Customer Support and Administration, contributes to the consistent and reliable delivery of services by applying sound judgement in managing data and administrative processes within established guidelines, supporting data integrity, and ensuring information is accurately recorded and maintained.

This role provides support to the activity of the National Learning for Life Customer Support and Administration Team by working with complex data, undertaking analysis, reporting and set up activity, as well as completing complex data entry, to ensure administrative and customer support work is delivered as expected and within Service Level Agreements

Scope of Position

- Support the work of the National LfL Customer Support and Administration team through the accurate management and analysis of complex data associated with work undertaken by the team.
- Implement and review reporting to identify data that requires attention.
- Analyse data sets, to identify issues or trends, risks, and opportunities, escalating findings as required.
- Work within multiple technical systems to ensure appropriate configuration and set up for administrative tasks undertaken by the LfL Customer Support and Admin team.
- Import, export and reconcile data across a range of internal systems to support operational and reporting requirements.
- Monitor service level agreements to ensure performance is tracked and maintained within agreed thresholds.
- Undertake complex and high-volume data entry, ensuring accuracy, consistency and data integrity.

- Manage multiple operational tasks, projects, and activities concurrently, applying a high level of knowledge and skill in line with The Smith Family goals and objectives.
- Actively manage operational workloads within defined service agreements, prioritising tasks to meet deadlines and quality standards.
- Ensure data is accurately recorded, maintained and stored in accordance with organisational and legislative requirements.
- Actively contribute to special projects and working groups, applying a continuous improvement approach to
- Enhance LfL Customer Support and Admin team processes.
- Support the development and maintenance of task sheets, process documentation, and team resources.

Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
• Nil	• LfL Administration volunteers as required

Financial Dimensions controlled by this Position (*Include key financial metrics such as revenue growth, income & expense budget, etc*)

Direct control	Indirect control
• Not Applicable	• Not Applicable

Other Dimensions of this Position

- The position requires sound judgment, discretion, and confidentiality when working with sensitive information and operational data.
- The role involves regular collaboration across teams, requiring clear communication and the ability to work effectively with diverse stakeholders.
- The position requires flexibility to respond to changing priorities and manage fluctuating workloads within defined service expectations.
- All data analysis and decision-making is undertaken within established policies, procedures, and service agreements, with escalation of complex issues as required.

Setting Priorities (*how is work prioritised*)

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, weekly, monthly and annually
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	As required

Key Relationships (*Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with*)

Internal	• Learning for Life Administration Volunteers • Learning for Life Administration and Customer Support team members • Learning for Life Services and Enablement team members • National Operations Team Members • Fundraising Team • IT Functions – Digital & Transformation Function • IT Service Desk (BIS team)
External	• Learning for Life Scholarship families • Learning for Life Program participants

Key Decision Making in this Role: (*What are the key decisions and recommendations made in this role?*)

Decisions Expected

- Prioritising daily and weekly tasks to meet defined service level agreements and operational deadlines.

• Determining appropriate data management actions (e.g. validation, correction, reconciliation) to maintain data quality and integrity. • Deciding how to structure, prepare, and process data imports and exports within existing systems and protocols. • Determining when data anomalies, risks, or emerging issues should be escalated to senior team members. • Applying judgement to resolve routine operational issues using established procedures and precedents. • Managing allocation of time and effort across multiple concurrent tasks, projects, or activities.
Recommendations Expected • Share examples of innovation and continuous improvement around Admin Team processes and administration activity related to Scholarship and Programs. • Recommending process improvements to enhance efficiency, accuracy, and service delivery within the LfL Customer Support and Admin team. • Identifying and recommending improvements to data capture, tracking, or reporting practices based on analysis and trends. • Suggesting updates to task sheets, process documentation, and team resources to reflect system or policy changes. • Recommending system or configuration changes that support more effective administrative workflows. • Highlighting risks, gaps, or compliance issues and recommending mitigation actions. • Providing input into special projects or working groups, including practical recommendations based on operational experience.

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:	Data Manipulation, Analysis and Systems Processing	50 % of Job Total:
Analyse operational data sets to identify trends, anomalies, risks, and service delivery issues within established frameworks.		
Validate, clean, and manipulate data to ensure accuracy and usability for administrative and reporting purposes.		
Import, export, and reconcile data across multiple systems in accordance with documented procedures.		
Monitor service level agreements using agreed data measures and report variances or risks to relevant team members.		
Work within technical systems to ensure appropriate configuration and readiness for administrative and customer support tasks undertaken by the LfL Customer Support and Admin team.		
Identify data quality issues and determine appropriate corrective actions or escalation pathways.		
Maintain data integrity and compliance with organisational, legislative, and privacy requirements always.		
Apply sound judgement when interpreting data to support operational decision making and continuous improvement activities.		
Major Area:	Complex Data Entry and Administrative Operations	50% of Job Total:
Undertake complex and high-volume data entry accurately and efficiently across multiple systems.		

Manage multiple administrative workflows concurrently while meeting defined service level agreements and deadlines.
Support escalations and direct contact with families/program participants with complex or difficult issues unable to be supported and managed by LfL Administration volunteers.
Ensure records are accurately recorded, stored, and maintained in line with organisational policies and legislative requirements.
Support day to day administrative operations to enable effective delivery of national programs and scholarships.
Work closely with key team members to ensure policies, procedures, and legislative requirements are appropriately captured and tracked in CONNECT.
Prioritise tasks and adjust work practices to respond to changing operational demands.
Contribute to the development, review, and maintenance of task sheets, process documentation, and team resources.
Actively participate in special projects and working groups, applying a continuous improvement approach to administrative processes.

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- To provide prompt world-class care to our learning for life families, and other Smith Family contacts while maintaining our commitment to service level agreements.
- Ensure effective completion of LfL Customer Support and Admin team and organisational tasks within agreed timeframes and quality standards.
- Delivering timely, accurate, and high-quality service to Learning for Life families and other Smith Family stakeholders while consistently meeting defined service level agreements.
- Managing complex and high-volume data across multiple systems, ensuring accuracy, integrity, and compliance within tight timeframes.
- Balancing competing operational priorities, activities, and administrative demands across multiple concurrent tasks and projects.
- Applying sustained attention to detail when undertaking complex data entry, reconciliation, and system processing to minimise errors that may impact families or service delivery.
- Identifying data anomalies, risks, or emerging issues within established systems and determining appropriate corrective actions or escalation pathways.
- Maintaining a high level of knowledge of Learning for Life Scholarships, including data relationships and interdependencies across family records, to ensure information is accurately interpreted and maintained.
- Adapting effectively to a constantly changing operational environment, including updates to policies, systems, processes, and legislative requirements.
- Managing workload pressures while contributing to continuous improvement initiatives and special projects alongside core operational responsibilities.

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

	Essential	Desirable
Education / Qualifications / Memberships:	• Relevant Tertiary studies or qualifications in administration, data, business, community services, or human services, or equivalent professional experience	• Relevant Tertiary studies or qualifications in administration, data, business, community services, or human services. • Training or professional development in data management, privacy, records management, or information systems.
Experience:	Essential	Desirable

	• 1 to 2 years' experience in a similar position • Demonstrated experience in an administrative, data or operational support role involving complex and/or high-volume data. • Experience working across multiple systems to manage, process and maintain accurate records. • Experience managing competing priorities, procedures and compliance requirements. • Experience providing responsive, high-quality service to internal or external stakeholders.	• Experience working in a community service or not for profit environment. • Experience working with client or family records, scholarships, grants or program administration. • Experience working with service delivery metrics, reporting or monitoring service level agreements. • Experience contributing to continuous improvement initiatives or special projects. • Previous experience working with volunteers.
Competencies:	Essential	Desirable
	• Strong analytical skills, with the ability to identify trends, anomalies, and issues within operational data. • High level of attention to detail and accuracy when undertaking complex and high-volume data entry tasks., including under time pressure. • Sound judgement and problem-solving skills, with the ability to resolve routine issues and escalate more complex matters within established procedures. • Well developed organisational and time-management skills, with the ability to manage competing priorities and meet defined service level agreements and deadlines. • Strong digital literacy, including confidence working with databases, information systems, and standard office applications. • Effective written and verbal communication skills, enabling clear, professional interaction with team members, stakeholders, families, and participants from diverse backgrounds, including low SES, ESL, and low literacy communities. • Demonstrated ability to work collaboratively as part of a team, while also working independently under general supervision. • Proven ability to handle sensitive information with discretion and maintain confidentiality in	• Ability to use a variety of different administrative and document management software packages such as Sharepoint, Zendesk, CRM.

	accordance with privacy, legislative, and organisational requirements. • Client focused and respectful approach, with a demonstrated commitment to providing responsive, high-quality service and upholding the dignity and individual differences of others. • Ability to accurately follow established processes and procedures while exercising initiative and flexibility within defined guidelines. • Capacity to adapt to changing systems, processes, and priorities, with a demonstrated commitment to learning, skill development, and sharing knowledge. • Accountability for work outcomes and a demonstrated commitment to The Smith Family's mission, values, and the recognition of volunteers as a valuable and essential part of service delivery.	
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