

Title of Role:	Business Intelligence Analyst	Type of Appointment:	Fixed-Term Full Time (Hybrid)
Business Unit:	Practice, Compliance & Development	Position Number:	TBC
Division:	Practice, Compliance & Development	Classification Level:	SCHADS 5
Program Name:	Data Management and Analytics	Award Type	SCHCADS

Organisational overview

Youth Support + Advocacy Service (YSAS) is one of Australia's largest and most comprehensive, youth-specific community service organisation that enables young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people and are committed to protecting young people from harm or abuse who come into contact with and/or access our service.

At YSAS we are committed to people of a diversity of backgrounds and identities being included, represented, and having the opportunity to participate equally in the life of our organisation and the communities in which we provide our services. We strive to create the conditions where people feel safe, enfranchised and valued. We value lived-experience wisdom, insight, and knowledge.

Position Purpose

The purpose of this position is to apply business intelligence, data engineering and analytics expertise to support organisational decision-making. The role is responsible for designing, developing and maintaining enterprise data solutions, including data integration, data warehousing, reporting, dashboards and statutory data submissions

Reporting relationship

This role reports to	Manager Data Management and Analytics
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Direct reports	This role has as no direct reports.
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Key working relationships / interactions

External	Within YSAS <i>[beyond immediate team members]</i>
Funders	Project Sponsors
Consultants	Business Subject Matter Experts
	Internal Peers

Responsibilities

The key responsibilities you have been engaged to perform are below. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Business Intelligence, Data & Analytics	- Design, develop and maintain business intelligence, data management and analytics solutions to support operational and strategic decision-making. - Develop and maintain data models, ETL/ELT processes, data pipelines and integrations using SQL, Microsoft Fabric, Power BI and other relevant technologies. - Lead the ongoing development and improvement of the organisation's data warehouse, Lakehouse and broader data platform. - Develop and maintain Power BI dashboards, reports and semantic models, ensuring reporting solutions are accurate, reliable and fit for purpose. - Prepare, validate and submit statutory, contractual and other external data submissions, ensuring data meets required specifications, quality standards and deadlines. - Perform data quality assurance, investigate data issues and work with stakeholders to resolve discrepancies and improve data integrity. - Work with business and program areas to understand information requirements, provide specialist advice and translate business needs into practical data and reporting solutions. - Develop and maintain data processes, business rules and documentation, and identify opportunities to improve data management, reporting, automation and organisational use of data.	- Accurate, timely and reliable delivery of reporting, analytics and external data submissions. - Data platforms, pipelines and reporting solutions are reliable, appropriately maintained and fit for purpose. - Data quality issues are identified and resolved, with appropriate validation and quality assurance processes in place. - Stakeholder requirements are effectively translated into practical and sustainable data solutions. - Processes, business rules and documentation are maintained to support consistent data management, reporting and knowledge sharing.
Stakeholder Engagement	- Work collaboratively with stakeholders to understand business, reporting and data requirements and translate these into effective data and business intelligence solutions. - Provide specialist advice and communicate data insights, technical information and recommendations in a clear and accessible manner to different audiences.	- Stakeholder requirements are clearly understood and translated into appropriate and practical solutions. - Stakeholders are kept informed and provided with clear, accurate and meaningful information to support decision-making.
Professional Development	- Maintain and develop contemporary knowledge and skills relevant to business intelligence, data engineering, analytics and emerging technologies. - Participate in relevant professional development, training and improvement initiatives to maintain technical capability and support organisational priorities.	Technical knowledge and skills remain current and are applied effectively to the role.
Corporate Compliance	- Ensure data, reporting and information management practices comply with relevant legislation, regulations, organisational policies and procedures. - Maintain appropriate confidentiality, security, access controls and data governance requirements when handling organisational information.	Data conforms to compliance and information management policies in place

Key Responsibilities	Accountability / Activity	Performance Indicator/ Measurement
Continuous improvement, collaboration & teamwork	- Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. - Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. - Undertake any other reasonable tasks as directed by the Manager - To actively take on managers feedback from time to time	- Regular review of work processes - Quality and strength of collaborative work across teams and functions - New processes and initiatives introduced
Compliance	- Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained - Complete all mandatory and scheduled training as requested	- Work activities comply with relevant legislation, YSAS policies and operating quality standards - Mandated and scheduled training up to date
Workplace safety and wellbeing	- Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace - Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies - Promote and maintain a safe wellbeing culture and working environment within your area	- Role model safe work practices at all times - Actively support and promote safety and wellbeing - Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible

Qualifications, Skills, and Experience

Qualifications, certifications, professional registration, licences required for role:

- Relevant tertiary qualification in Information Technology, Computer Science, Data Analytics, Business Intelligence, Data Engineering, Mathematics or a related discipline, or equivalent relevant experience.

Knowledge and experience

- Minimum of three (3) years' relevant experience in business intelligence, data analytics, data engineering, data warehousing or a related field.
- Demonstrated experience developing and maintaining data, reporting and analytics solutions using SQL, Power BI and related technologies.
- Experience with modern data platforms such as Microsoft Fabric, Azure or equivalent technologies is desirable.

Skills

- Strong understanding of business intelligence, data management, data modelling, data integration and analytics.
- Strong SQL and Power BI skills, including data modelling and report development.
- Ability to analyse complex requirements, investigate data issues and develop practical solutions.
- Strong analytical, problem-solving, communication and stakeholder engagement skills.
- Ability to manage competing priorities, projects and deadlines.

Personal qualities and attributes

What our young people request from our workers

- Driven by a genuine passion to support young people and their families
- Empathetic, an active listener and non-judgmental
- Ability to build an authentic human connection with young people with a holistic, flexible, and adaptable approach
- Relatable and able to build trusting relationships.

Other attributes

- A team player, able to work in a collaborative way across the organisation and with external partners
- Analytical and organised
- Operates with tact, sensitivity and discretion
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation
- Commitment to YSAS' values with a working style that reflects these

Key Selection Criteria

1. Relevant qualifications and demonstrated experience in business intelligence, data analytics, data engineering or a related field.
2. Demonstrated experience in SQL data extraction, transformation and analysis, and developing business intelligence solutions using Power BI and modern data technologies.
3. Demonstrated understanding of data modelling, data integration, data warehousing and data quality principles, with experience applying appropriate tools and methods to develop effective data solutions.
4. Strong analytical and problem-solving skills, with attention to detail and a methodical approach to identifying data and technical issues, improving processes, and clearly documenting solutions.
5. Demonstrated ability to manage competing priorities, meet reporting and project deadlines, and adapt effectively to changing business requirements.

Employment at YSAS

Applicants must undergo rigorous screening and recruitment processes.

Prior to commencement of employment with YSAS, candidates must provide assurance and evidence of:

- Working with Children's Check (WWCC)
- Satisfactory Nationally Coordinated Criminal History Check (NCCHC)
- Any required professional registrations (e.g. AHPRA, CPA, AHRI)
- Victoria driver's licence
- Certified copies of all relevant qualifications.

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, discrimination, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Employee duty to maintain privacy and confidentiality
- YSAS Values, Code of Conduct and other YSAS policies/ procedures which may be amended from time to time

Employment at YSAS
- Child Safety commitments and regulatory obligations. Other: - Some out of hours work may be required - Role may be required to work at various / different YSAS sites based on YSAS operational requirements.

Incumbent Statement

I accept this Position Description (PD) and understand that the PD is subject to review and may change in accordance with YSAS' operational, service and client requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by
occupant

(Print name) (Signature) (Date)

Acknowledged by line
manager

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(Print name) (Signature & title) (Date)

Job and Person Specification Approval

..... /...../..... DELEGATE (Executive)

