



Australian Childhood Foundation

POSITION DESCRIPTION

Position:	Data, Reporting and Digital Systems Specialist
Organization:	Australian Childhood Foundation
Location:	675 Victoria Street, Abbotsford, Melbourne (Hybrid working is acceptable)
Hours of Work:	Full Time (Fixed Term Contract)
Accountability:	Senior Manager Information Technology

The Australian Childhood Foundation

The Australian Childhood Foundation has a strong reputation for delivery of clinical services, professional training and secondary consultation programs built upon up to date and evidence based upon theoretical frameworks including the neurobiology of trauma, attachment and relational theories and child development. This theoretical framework provides the foundation upon which all elements of care and intervention are provided by the therapeutic care programs.

The Foundation currently provides a range of innovative therapeutic services including trauma counselling services for children, young people and their families who have experienced abuse and family violence, sexually abusive treatment programs for children and young people, and therapeutic models of foster, residential and kinship care across Australia.

Corporate Services

The Corporate Services function plays a critical role in enabling teams across the organisation by delivering streamlined, efficient and effective processes that support our frontline service delivery through technology, financial management and operations as well as provide vital information and analysis for informed leadership decision-making. Corporate Services will encompass Financial Services, Information Technology, and Performance, Planning & Operations. Together, these teams will work collaboratively to deliver responsive, integrated, and forward-thinking corporate support.

1. Key functions of the Position

The key function of the Data, Reporting and Digital Systems Specialist is to support the successful delivery, adoption and continuous improvement of data, business intelligence and Microsoft platform initiatives across the Foundation. The position works closely with business stakeholders, project teams, IT function and external technology partners to translate organisational and operational needs into practical reporting, digital and technology-enabled solutions that improve decision-making, service delivery and organisational effectiveness.

The role also plays an important enabling function by building staff capability and confidence in the use of data, reporting tools and Microsoft technologies. This includes supporting requirements gathering, user acceptance testing, training, communication, change activities, user resources and system coordination, including activities that assist the Foundation to maintain reliable, effective and well-utilized clinical and digital systems.

Primary Objectives

A.Strategic Data, Reporting and Technology Enablement:

- Support the successful delivery and adoption of data, business intelligence and Microsoft platform initiatives aligned with organisational priorities.
- Assist business areas to translate operational needs into practical reporting, digital and technology-enabled outcomes.
- Contribute to improved decision-making, service delivery and organisational effectiveness through effective use of data and Microsoft technologies.

B.Business Engagement, Requirements and Solution Support:

- Act as a key link between business stakeholders, project teams and external technology partners.
- Support requirements gathering, business validation, user acceptance activities and solution implementation processes.
- Ensure delivered solutions are understood, practical and responsive to the needs of the staff and teams they support.

C.User Adoption, Capability Uplift and Change Support:

- Develop and deliver training, engagement and communication activities that build staff confidence and capability.
- Create and maintain user resources, guidance materials and support tools to embed new ways of working.
- Promote effective adoption and sustained utilization of new data, reporting and Microsoft platform capabilities.

D.System Continuous Improvement:

- Coordinate system-related activities with internal stakeholders, external partners and the system vendor.
- Support continuous improvement so systems remain reliable, effective and aligned with organisational needs.

Behavioral Accountabilities

- Works collaboratively and respectfully with staff, managers, project teams and external partners to achieve shared outcomes.
- Communicates technical information clearly and practically for non-technical audiences.
- Demonstrates initiative, curiosity and a continuous improvement mindset in identifying practical technology-enabled solutions.
- Build trust with users by being responsive, reliable and solution-focused in support and engagement activities.
- Maintains accurate records, documentation and follow-through on agreed actions, risks, decisions and deliverables.
- Models safe, ethical and responsible use of data, information and digital systems consistent with Foundation policies and values.

2. Key responsibilities

A. Data & Business Intelligence Solutions:

- Act as the primary business liaison between ACF stakeholders and external data and reporting solution partners led by IT Manager.
- Coordinate and analyse reporting and analytics requirements and translate them into technical solution designs and reporting

deliverables.

- Work with stakeholders to identify opportunities where data and reporting can improve organisational outcomes, operational efficiency and service delivery.
- Support prioritization of reporting and analytics initiatives in alignment with organisational priorities.
- Coordinate user acceptance testing and business validation activities for new reports, dashboards and enhancements.
- Monitor user feedback and business benefits to identify opportunities for continuous improvement.
- Maintain reporting documentation, user resources and knowledge materials.
- Promote a data-informed culture across the Foundation.
- Develop and optimise reporting solutions that enable stakeholders to leverage organisational data effectively.

B. User Adoption, Training and Data Literacy related activities:

- Work on activities that promote the adoption and effective use of data and analytics in partnership with Performance & Planning.
- Develop and deliver training programs, workshops and learning resources to build organizational capability in data and analytics.
- Support managers and staff to understand, interpret and utilize organisational data in support of planning, decision-making and service delivery.
- Develop and maintain user guides, knowledge articles, FAQs, training materials and self-service learning resources.
- Promote data literacy by assisting users to understand key metrics, reporting concepts, data definitions and business reporting practices.
- Identify barriers to user adoption and develop strategies to improve engagement and utilization.
- Champion best-practice use of organizational reporting capabilities.
- Support organisational change and communication activities associated with new technologies and digital initiatives.

C. Microsoft Platform Capability & Improvement:

- Support the effective use of Microsoft 365 technologies across the Foundation.
- Work with stakeholders to identify opportunities to improve collaboration, knowledge sharing and operational efficiency through Microsoft platform capabilities e.g. SharePoint.
- Gather Document and develop practical business solution options relating to the staff use of Microsoft 365 technologies, including SharePoint, Teams and related services.
- Support digital workplace initiatives designed to improve user experience and organisational effectiveness.
- Assist business units to maximize the value of Microsoft platform investments.
- Promote consistent and effective use of Microsoft technologies across the organization.

D. Vendor and Service Provider Coordination:

- Act as a key liaison between ACF and external technology vendors delivering data, reporting and Microsoft platform initiatives.
- Coordinate support requests, enhancement activities and issue

resolution processes.

- Review vendors' project deliverables and outcomes to ensure they align with organisational requirements.
- Maintain records of actions, decisions, risks and project-related activities.
- Support planning and prioritization of enhancement and improvement activities.
- Assist in tracking project progress, dependencies and business outcomes.

3. OTHER DUTIES

Undertake additional duties as required to support organisational priorities.

4. CODES OF PROFESSIONAL CONDUCT

- Observe the Code of Practice of the relevant professional body.
- Abide by the policies of Australian Childhood Foundation.

5. MANDATORY QUALIFICATIONS, EXPERIENCE AND QUALITIES

Mandatory Qualifications, Experience and Qualities

- Demonstrated experience supporting data, business intelligence, Microsoft 365 or digital transformation initiatives.
- Demonstrated experience designing, developing and deploying Microsoft Fabric, Power BI or enterprise reporting initiatives.
- Sound understanding of data management, reporting, business intelligence and information management principles.
- Demonstrated experience supporting user adoption, stakeholder engagement and organisational change initiatives.
- Strong ability to communicate technical concepts in practical language suitable for non-technical audiences.
- Current Working with Children Check and National Police Check.

Preferred Qualifications, Experience and Qualities

- Bachelor's degree in information technology, Information Systems, Business Information Systems, Data Analytics or a related discipline.
- Demonstrated experience coordinating activities between business users, vendors and technology teams.
- Strong analytical, organizational and problem-solving skills.
- Excellent written and verbal communication skills.
- Ability to work independently and collaboratively across diverse stakeholder groups.
- Experience working with Microsoft technologies including Microsoft 365, SharePoint Online, Microsoft Teams and Power BI.
- Experience developing and maintaining user guides, training materials and support documentation.
- Demonstrated experience working with business stakeholders to gather requirements and support business improvement initiatives.

A COMMITMENT TO SAFEGUARDING CHILDREN

The Australian Childhood Foundation meets the requirements of a Safeguarding Children Organisation. The successful applicant is required to comply with the Foundation's child protection policies and Code of Conduct at all times. The Foundation's staff will not directly or indirectly cause children and young people to be abused, harmed or suffer any form of exploitation at all times. It is also a requirement that staff will not access or cause others to access, view or download any form of child sexual abuse and

exploitation material pornography at all times. Actions and behaviour by any staff member in breach of this policy and related procedures will be treated as a serious matter and may result in disciplinary action up to and including termination of employment.

ORGANISATION DESCRIPTION

Australian Childhood Foundation was formed as the Victorian Society for the Prevention of child Abuse and neglect (VICSPCAN) in 1986 with its primary aim to advocate on behalf of children who have suffered abuse and neglect. It is a non-profit, non-government organisation that has made substantial achievements in the prevention of child abuse through education, advocacy, research and specialised therapeutic services to abused children and their non-offending family members.

Australian Childhood Foundation is committed to E.E.O principles and a smoke-free workplace. All employees are required to comply with its child protection policies.