

Position Description

Title	Performance Analyst
Business Unit	Organisational Excellence – Performance Innovation
Location	130 Lonsdale Street, Melbourne
Employment type	Permanent Part time
Reports to	Manager Performance and Quality Systems

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Performance Analyst is responsible for supporting consistent reporting and analysis of data, to enable better service delivery governance. The role will provide the necessary support to the organisation to enable reporting of performance data against any relevant funding agreements or contracts.

The role also involves supporting complex information analysis in response to enquiries, providing assistance and advice to colleagues and managers within Uniting, and contributing to the accurate and timely completion of performance reporting for both operational/contract and governance requirements.

The role will focus on particular Divisions and Programs, but with the expectation that they will be able to support colleagues and other program areas.

Position Description Performance Analyst

2. Scope

Budget:

Nil

People:

Nil

3. Relationships

Internal

- Program Managers, Senior Managers, and Heads of
- Program staff as relevant
- Executive Leadership
- Organisational Excellence Directorate
- Relevant support services staff (including, but not limited to, ICT and Finance)

External

- Key funder contacts (where required)
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4. Key responsibility areas

Functional Accountabilities

- Assist in identifying data sets required to analyse and interpret performance of services – both qualitative and quantitative
- Collate and analyse data sets to build organisational performance reports for Program Management, Executive, and Board.
- Identify data integrity issues in systems and reports, and conduct data validation and data cleansing where required
- Ensure performance reports are produced for ULT, Board and program areas ensuring all deadlines are met
- Develop procedures and work instructions for reporting activity to ensure sustainability of reporting quality. Develop instructions to ensure operational understanding of data entry requirements to maintain this.
- Act as a 'systems champion', providing training and orientation to staff in systems being used for service delivery data capture. Provide support with systems issues and general support to service delivery staff.
- Design, establish, monitor and facilitate systems, data storage and analysis mechanisms for routine monitoring (including dashboarding) of performance across Uniting
- Assist in the development of systems to enable ongoing review and monitoring of service delivery contracts, grant agreements, and service agreements to assist Uniting to comply with regulatory obligations.
- Support operational leaders with the use of information to support performance management and improvement
- Support the development of performance indicators and reporting frameworks
- Analyse key performance indicators in relation to performance frameworks
- Collate, interpret and submit performance data to the relevant funder portals and channels
- Support the identification and analysis of operational performance shortfalls and assist in the formulation of strategies for corrective action

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Tertiary qualifications in business analytics and or administration (desirable)

Experience

- Experience in developing performance reporting to meet regulatory needs
- Experience in analysing and interpreting large volumes of data
- Experience in a similar role would be desirable
- Advanced proficiency in Microsoft Excel and Power BI
- Advanced skills in SQL Reporting Services
- Advanced skills with SQL
- Experience with SSIS

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- High-level data analysis skills, with the ability to build reports, interpret data, and support the formulation of key performance management strategies that are based on statistical evidence and fact.
- Ability to understand, relate to and manage diverse and difficult stakeholder needs.

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- Highly developed interpersonal skills and communication skills, both written and verbal.
 - Commitment to continuous improvement
 - Demonstrable effective time management skills
 - Understanding of the Community Services sector (desirable)
 - Willingness to be proactive and help others
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: