

Data and Research Assistant

Responsible to:	Head of Business Services
Stakeholders:	CEO, Business Services, Policy Team, CHIA NSW members
Position type:	Part-time 3 days a week, 6-month contract, with opportunity for ongoing role
Salary:	\$45,000–\$48,000 per annum (0.6 FTE), equivalent to \$75,000–\$80,000 FTE, plus superannuation
Last updated:	October 2026

Overview

CHIA NSW is the industry peak body for community housing in NSW. Since 2012, CHIA NSW has delivered tenant satisfaction and outcomes surveys for community housing providers and other organisations across Australia. Survey and benchmarking data also contributes to CHIA NSW's broader research and Industry Data Hub activities.

The Data and Research Assistant supports the delivery of CHIA NSW's survey, research and benchmarking services, with a primary focus on the Tenant Satisfaction Survey service.

Working closely with the Head of Business Services, the role will be involved across different stages of survey projects, including survey development, project coordination, fieldwork, data quality and analysis, and reporting. Responsibilities will vary across projects and may include developing draft surveys and project materials, coordinating survey communications, analysing data and contributing to reports and insights.

The role will work directly with community housing providers, colleagues and contractors to support the timely and accurate delivery of survey projects and contribute to CHIA NSW's broader research and data activities.

Key Work Areas

- Survey development and project coordination
- Survey administration and fieldwork
- Data management, validation and analysis
- Reporting and insight development
- Member and client engagement
- Research, benchmarking and service improvement

Key Responsibilities

Survey Development and Project Coordination

- Support the planning and coordination of tenant satisfaction and other survey projects.
- Assist with developing and tailoring survey drafts, proposals, project timelines and other project materials to meet client needs.
- Coordinate information required from clients, including survey questions, contact information and reporting requirements.
- Maintain project timelines and monitor key milestones.
- Liaise directly with clients on survey requirements and project delivery.

Survey Delivery and Fieldwork

- Support the set-up and delivery of postal and online surveys.
- Coordinate survey communications, including preparing and sending email and SMS survey invitations and reminders where required.
- Coordinate printing, mailing and other survey administration activities where required.
- Monitor survey fieldwork, response rates and project progress.
- Work with colleagues and contractors to support the smooth delivery of survey projects.

Data, Analysis and Reporting

- Undertake data cleaning, validation and quality assurance.
- Analyse quantitative survey data and identify key findings and trends.
- Undertake statistical analysis where appropriate.
- Transcribe open-text responses where required.
- Contribute to the development of survey reports, findings and insights.
- Check data and reporting outputs for accuracy and consistency.

Research and Service Development

- Support other quantitative and qualitative research and analysis activities as required.
- Contribute to sector benchmarking and CHIA NSW's Industry Data Hub activities.
- Contribute to improvements in survey processes, tools and reporting.
- Assist with the development of new survey, research and member services.

Member and Stakeholder Engagement

- Build effective working relationships with members, clients and other stakeholders.
- Work with clients to understand survey and reporting requirements.
- Provide responsive and professional support throughout survey projects.
- Work collaboratively with CHIA NSW staff, contractors and suppliers.

General Duties

- Participate in the broader activities of CHIA NSW.
- Manage workload and competing priorities effectively.
- Work collaboratively with colleagues and contribute to a positive workplace culture.
- Carry out other duties as reasonably requested by the Head of Business Services.

Selection Criteria

Essential

- Experience in survey, research, data or a related area.
- Experience working with quantitative data, including data cleaning and analysis.
- Understanding of survey design and quantitative and qualitative research methods.
- Strong analytical and report writing skills.
- Strong Excel skills and experience with survey or data analysis software.
- Strong project coordination and time management skills.
- High attention to detail and commitment to data accuracy.
- Strong written and verbal communication skills.
- Ability to work independently and collaboratively.
- Confidence communicating with clients and other stakeholders.
- Understanding of confidentiality and appropriate data handling.

Desirable

- Tertiary qualifications or equivalent professional experience in research, data analytics, social sciences or a related discipline.
- Experience using survey or research software such as Snap, Qualtrics, SPSS or NVivo.
- Experience with statistical analysis.
- Experience analysing open-text or qualitative survey data.
- Social or community housing experience or experience in a related sector.
- Relevant tertiary or postgraduate qualifications.
- Data visualisation or dashboarding experience.

Please send your resume to alessandrab@communityhousing.org.au by 30th October 2026