

Position Description

Position title:	Systems & Reporting Specialist
Team:	Information & Systems
Reports to:	Head of Digital – Information & Systems
Job type:	Full time
Date:	August 2026

About the Alannah & Madeline Foundation

The Alannah & Madeline Foundation is a national not-for-profit organisation dedicated to keeping children and young people free from violence and trauma wherever they live, learn and play. Through our Care, Prevention and Advocacy programs, we fight for their right to be safe, so their future is strong.

The Foundation also supports Dolly's Dream, educating and empowering families and communities to prevent the devastating effects of bullying.

We have highest commitment to child safety, and our Child Safe - Policy outlines our safe practices for children.

Our organisation values are at the core of who we are. They guide the way we work every day and everyone has a responsibility to promote and demonstrate our values: [We are curious](#), [We are kind](#), [always](#), [We lead with authenticity](#), [We believe in the power of play](#) and [We take action](#).

Position in context

Reporting to the Head of Digital Transformation, Information & Systems, the Systems & Reporting Specialist is a key member of the Information & Systems team.

The role supports the Foundation to measure, understand and communicate its impact by developing reliable systems, high-quality data, surveys and accurate reporting solutions. Working across teams, the Specialist translates program requirements into practical data-capture processes, dashboards and reports for internal decision-making and funder reporting. Under the Foundation's Data Governance Framework, this role acts as a Team Data Steward across the programs it supports, to ensure data is collected, maintained, governed and used appropriately within the program's area of responsibility and the Foundation's privacy and safeguarding policies.



The role works under general direction and applies specialised knowledge and professional judgement to plan work, determine appropriate technical methods, resolve data and reporting issues, and improve systems and processes where established procedures are not sufficient.

This role is formally based in South Melbourne. The Foundation supports staff to work flexibly in location and hours, subject to role requirements and accountability for delivering high-quality work.

Major job responsibilities

- Translate program requirements into clear reporting specifications, visualisations and data-capture solutions in collaboration with program teams.
- Develop and maintain accurate Power BI dashboards and reports for internal program and funder reporting.
- Apply robust validation and quality-assurance processes to reports and datasets, investigate discrepancies and refresh failures, proactively resolve issues, document definitions, assumptions, limitations and business rules.
- Collaborate with program teams and MEL specialists to develop and configure surveys and digital data-collection tools, including question structures, branching, testing and analysis-ready outputs aligned with program logics and outcomes frameworks.
- Perform program Team Data Steward responsibilities by applying approved data standards and definitions, maintaining relevant metadata and data-quality documentation, and identifying and escalating data-quality or governance issues.
- Work with the Systems & Reporting Manager to configure, test and support enhancements to Dynamics 365, Microsoft Power Platform, survey platforms and other systems and digital products that support program delivery, data collection, integration and reporting.
- Provide training, guidance and user documentation to build staff capability in systems, survey tools, and Power BI reports.
- Oversee the eSmart digital products help desk. Diagnose, prioritise and resolve or escalate digital product issues and requests from users (predominantly teachers) accessing our digital products.
- Build effective relationships with program teams, technology partners and suppliers, communicating technical and reporting matters clearly to technical and non-technical audiences.
- Plan and prioritise work to meet agreed deliverables and reporting cycles, identify opportunities for automation and continuous improvement.
- Stay up to date with best practices in data analysis, outcomes measurement, and data visualisation in the social impact sector, including the ethical and appropriate use of AI.
- Contributing positively to the Foundation's culture of We are stronger together through developing and maintaining collaborative relationships with colleagues.
- Other tasks as directed by the Head of Digital, COO , CEO and Executive Team.

Knowledge, experience & requirements

- Demonstrated experience in a systems, data, reporting, business intelligence or related specialist role.
- Strong practical experience developing and maintaining reports and dashboards in Power BI, including data preparation, modelling, measures, visualisation and publication through Power BI Service.
- Demonstrated experience validating data and producing accurate reports from multiple data sources for internal and external audiences.
- Experience translating business and reporting requirements into practical data structures, surveys, dashboards, reports or system improvements.
- Experience configuring digital surveys or data-collection tools and preparing resulting data for analysis and reporting.



- Sound understanding of data-quality principles, including completeness, accuracy, consistency, validity, timeliness and fitness for purpose.
- Demonstrated ability to investigate data and reporting discrepancies, identify root causes and implement or coordinate appropriate resolutions.
- Experience working with CRM or business systems, preferably Dynamics 365, Dataverse or comparable platforms.
- Demonstrated ability to work under general direction, exercise judgement, plan and prioritise work, and develop practical methods where procedures or requirements are not fully defined.
- Well-developed written, verbal and stakeholder-engagement skills, including the ability to communicate technical and reporting matters clearly to non-technical audiences.
- Demonstrated ability to document metric definitions, data rules, system configurations, processes and user guidance clearly and accurately.
- Sound understanding of privacy, consent, confidentiality, data ethics and appropriate data handling.
- A Working with Children Check and police check.

