

## Position description

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<b>Title</b>	<b>Head of Data, Reporting &amp; Analytics, BCS066</b>
<b>Reports to</b>	Chief Information Officer
<b>Classification &amp; Salary</b>	Common Law Contract, attractive salary
<b>Employment Status</b>	Full Time, Fixed term, 12 months
<b>Primary Location</b>	Hybrid – 3 days in La Trobe St Melbourne & working from home
<b>Date</b>	September 2022

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### **Good Shepherd Australia New Zealand (GSANZ)**

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls, and families to be safe, secure, strong, and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

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## Role Purpose

The Head of Data, Reporting & Analytics is a senior organisational leader with a passion for data and analysis who has a clear vision for how data can transform organisational strategy. The role requires hands on leadership necessary to drive the next phase of our organisational capabilities as part of our transformation. This role will be essential in shaping how data gets used to grow our business and deliver impactful programs of work. You will be responsible for leading a team who deliver and manage high quality, efficient end-to-end data solutions across the organization.

This role is expected to develop and deliver our Data, Reporting & Analytics Strategy in line with the broader organizational strategy and other supporting strategic documents. Good Shepherd is currently delivering a large technology program and this role will be key in ensuring that we are establishing Data, Reporting & Analytics capabilities that will support Good Shepherd for the next decade.

This role is responsible for maturing the data function in an environment that is being built on cloud-based SaaS systems such as Salesforce & Azure. This role must be able to ensure the delivery of operational commitments whilst simultaneously delivering key elements of our transformation program. This role will lead a newly enlarged team as we consolidate and mature our capabilities.

Data, Reporting & Analytics is a key enabling function for Good Shepherd, providing performance data for both our internal operations and our external funders as well as delivering evidence to underpin our research and advocacy.

This role reports directly to the CIO and will work closely with General Managers and Executives across the organization.

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## Key Responsibilities

- Oversee and develop a data and analytics strategy, roadmap, and working backlog that is prioritised for delivery by the data and analytics teams
- Manage the design and delivery of Data and Analytics Solutions for the business by leveraging your understanding of data warehousing, BI, advanced analytics reporting & machine learning.
- Build strong relationships with senior stakeholders across the business & lift organizational capabilities for Data & Analytics
- Ensure the delivery of external and internal reporting requirements
- Build and drive a high-performance culture in the data and analytics team by mentoring and developing staff
- Identify and communicate strategic and operational risks to the Chief Information Officer
- As part of the Leadership team, contribute to development and implementation of the GSAZ strategic plan.
- Manage P&L for all services areas in remit, at all times operating within agreed budget.

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## Deliverables

- Strategic plan developed & executed for service area within your remit
  - Operating metrics defined and delivered through dashboard (for all services)
  - Monthly reporting of performance against targets for all programs
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## **People Leadership, Collaboration and Management**

- Create and maintain a responsive and respectful workplace culture that integrates the Good Shepherd values
- Provide effective leadership to drive the performance and outputs of the team
- Ensure that employees understand what is required of them, have development plans in place and are provided with timely performance feedback
- Monitor, evaluate, develop and manage team members
- Foster and implement a commitment to continuous improvement
- Build effective collaboration with leaders across the organisation to ensure Mission and financial requirements are aligned.

## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Develop and execute strategy for service area
- Demonstrate understanding of social justice and community capability building concepts
- Work collaboratively with internal stakeholders to deliver and lead on integrated organisational outcomes and growth

### **People**

- People plan in place for whole team (this includes KPIs & individual development plans)
- Nurture the leadership development for all team members – ensure a high-performance team
- Understand and work with the team to implement a trauma informed approach to the delivery of all services
- Ensure all team members are aware of their KPIs and are supported to deliver to targets, and service quality expectations
- Demonstrate commitment to self-reflection to drive own learning and development
- Foster transparent communication and collaboration
- Oversee team's wellbeing and recognition and take responsibility for own wellbeing
- Ensure management of FTE establishment against budget and targets

### **Clients**

- Ensure clients are at the centre of program & service delivery
- Ensure a theory of change approach to all service delivery
- Ensure clients are engaged in the development of programs & services
- Ensure evaluation programs are in place for all services in portfolio (this includes the development of program logic, operations manuals, etc).
- Ensure a client directed approach and seamless service, avoiding duplication where possible
- Ensure culturally sensitive, inclusive practices that embraces the diversity of individuals
- Analyse and manage all data, reporting and improvement recommendations
- Ensure timely reporting in line with funding agreement and internal requirements.

### **Service Delivery and Operations**

- Ensure a quality service approach is implemented in conjunction with the Quality/Continuous improvement team
  - Ensure all service targets are known, measured against actuals & reported.
  - Ensure all audit requirements are completed.
  - Ensure operating metrics are defined and reported via dashboard.
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- Have and be able to impart knowledge of current policies and legislation pertaining to your service area

### **Stakeholders**

- Ensure the deliverables of all contracts are understood, managed & reported.
- Take a Business Development (with stakeholder engagement team) approach to managing contracts and look for growth opportunities.
- Develop and sustain formal existing and new strategic partnerships

### **Compliance**

- Ensure that all compliance requirements are met across all programs.
- Streamline the compliance processes
- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Address behaviour inconsistent with Good Shepherd mission, values, behaviours, policies and compliance standards in a timely and appropriate manner
- Maintain OH&S standards at all times and respond to incidents in a timely manner; implement agreed actions in accordance with agreed timelines

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### **Qualifications, Experience and Mandatory Requirements**

- At least 5 years senior leadership experience
- Industry experience gained in the Not-for-Profit sector or Corporate/Government Sectors in performing IT Management roles
- Extensive experience leading and managing at both a strategic and operational level
- Have demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal and Torres Strait Islander families
- Ability to communicate and demonstrate human rights, social and economic justice in practice
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)
- A current Covid-19 vaccination certificate or medical exemption

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### **Key Selection Criteria**

1. Demonstrated ability to design and deliver strategic data capabilities
2. Service delivery & project management experience - managing multiple complex initiatives at the same time
3. Demonstrated ability to manage key stakeholders, both internal and external
4. Experience in setting and managing budgets
5. Demonstrated ability to develop and lead the implementation of strategy that improves programs and services to our clients
6. Demonstrated ability to deliver against operational requirements
7. Proven facilitation, advocacy, problem solving and negotiation skills
8. Excellent interpersonal and written and verbal communication skills

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### **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

**Value of each person | Reconciliation | Justice | Zeal | Audacity**

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## **Additional information**

### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This includes but is not limited to the COVID-19 vaccine/immunisation

### **The above requirements will need to be supplied and verified prior to commencement**

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.