



POSITION DESCRIPTION

Position Title:	Data Analyst
Location:	Box Hill
Reporting to:	ICT Manager
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The St Vincent de Paul Society (the Society) aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



PURPOSE OF ROLE

Overall, ICT is responsible for the delivery of standards-based technology services to all Departments and Conferences across the Society, as they serve the Society's stakeholders.

ICT strives to provide:

- secure, easy to deploy and cost-effective enterprise technology architecture;
- reliable, location independent and appropriately performing access to Society information sources;
- reliable, cost-effective and maintainable business systems;
- management of ICT vendors and providers, ensuring ICT services perform to defined standards and within agreed budgets; and
- management of system performance, capability and capacity requirements (including training) to support changes in organisational requirements.

In 2018, the State Council of the Society approved an ICT Strategy and Roadmap 2019-23 which encompasses a considerable array of systems development and uplift for the Society over the next 3 to 4 years.

The position of Data Analyst is critical to the successful implementation of the Society's ICT Strategy. Functionally, reporting to the ICT Manager, the role works closely with and supports the *Project Manager – ICT Strategy* in the delivery of a number of key elements of the Strategy, which is seen as a critical part of the envisaged transformational change of the organisation over the coming years.

Role Overview

The Data Analyst will interpret current and future Society data and turn it into information that can be used to provide insights into the business' operations and offer ways to improve business processes, thus affecting decisions and strategic direction. They will gather information from various sources (Finance, CRMs, HRIS, MS SQL, etc.) and interpret patterns and trends, analysing data to improve quality and efficiency of data systems.

This role will work alongside other teams across the organisation to establish business needs and transform these into innovative technology solutions.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role; • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace; • Positively contribute to and influence organisational culture; • Actively participate in activities that develop your personal and professional skills, knowledge and experience; • Regularly attend and actively participate in all team / divisional and organisational meetings; • Contribute to developing a culture of continuous improvement and respond positively to change;
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions; • Identify and report hazards within 24 hours of them occurring on the incident reporting system; • Manage day-to-day risks in line with policy and procedures;



Key Accountability	Deliverables
Data Analysis	<ul style="list-style-type: none"> • Use ICT strategy as a blueprint for collecting, storing and analysing data from current and future business applications; • Develop and monitor Data Warehouse for the organisation based on the ICT strategy guideline and the organisational needs; • Develop business rules and processes to establish a consolidated dataset for volunteers and staff across systems; • Use Data workflow technology to automate business processes; • Develop an enterprise data model, showing logical and physical data structures by application; • Develop, identify and perform cleansing and improvements to the quality of the prioritised datasets; • Develop and implement Automated Testing tools and processes; • Identify, analyse, and interpret trends or patterns in complex data sets; • Develop test cases required for testing the system changes for all scenarios; • Conduct unit and system testing to ensure changes have been made in accordance with the business requirements; • Support the translation of business requirements into Data solutions, including requirements approval, communication, traceability and reuse; • Locate and define new process improvement opportunities to collect and share data; • Educate end-users on Data functionality; • Stay abreast on updates and new releases in Data technologies;
CRM /ERP	<ul style="list-style-type: none"> • Acquire data from primary or secondary data sources and maintain databases/data systems; • Assist with analysing and migrating the Donman Data into new Fundraising application; • Assist with analysing and migrating current Access and SQL DB to Welfare Assistance application; • Assist with analysing the data interconnection requirements for the HRIS; • Assist with linking the Power BI reports with Society's Data;
Project Management	<ul style="list-style-type: none"> • Apply the Society's ICT Project Management framework; • Support the Project Manager – ICT Strategy to implement the ICT Strategy 2019-23;
Vendor Relationship	<ul style="list-style-type: none"> • Establish relationships with new and existing vendors to meet the technology requirements of the Society; • Requirements gathering and monitoring for projects to ensure vendors deliver the appropriate level services; • Escalating with vendors any processes and software enquiries and issues; • Work closely with developers of customisations and reports; • Establish and nurture collaborative relationships based on trust, integrity, respect and community across the Society;
Documentation	<ul style="list-style-type: none"> • Articulate and document business requirements, to conduct as-is/to-be process mapping and business process re-design • Document the functional and data design of systems; • Use ICT MS Teams site to store relevant manuals
Stakeholders	<ul style="list-style-type: none"> • Act in a professional, responsive and collaborative manner towards all customers and teams;



Key Accountability	Deliverables
	<ul style="list-style-type: none"> Establish and maintain strong stakeholder relationships with Society staff as well as other key stakeholders; Participate in meetings with internal and external stakeholders;
Financial Management	<ul style="list-style-type: none"> Ensure that expenditure is in accordance with approved budgets and delegated authority levels;
Other	<ul style="list-style-type: none"> Responsible for all other duties as advised by the ICT Manager or Project Manager – ICT Strategy.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
ICT Manager	Internal	<ul style="list-style-type: none"> Direct reporting, provision of information and support
Project Manager – ICT Strategy	Internal	<ul style="list-style-type: none"> Direction, support and guidance as required on ICT Strategy sub-projects
Senior Executive Group and Senior Managers	Internal	<ul style="list-style-type: none"> Liaison with representatives from the respective departments to address ICT Strategy / Database Warehouse requirements
Regional Council and Conference President/ Treasurers and Volunteers	Internal	<ul style="list-style-type: none"> Direction, support and guidance as required
Other SVDP Staff, members and volunteers	Internal	<ul style="list-style-type: none"> Work with all staff and provide exemplary customer service and pro-active communication and support for all database enquiries
Suppliers	External	<ul style="list-style-type: none"> Work with outsourced ICT service providers, software vendors/system architects
Compliance authorities	External	<ul style="list-style-type: none"> Advice, risk management, statutory & regulatory compliance
Peers in industry	External	<ul style="list-style-type: none"> Networking, Intelligence, support & partnerships

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Project Manager – ICT Strategy in consultation with the ICT Manager and the incumbent and will be reviewed regularly.



KEY REQUIREMENTS

Qualifications:

- Bachelor's Degree in Information Technology and Data Analytics, or a closely related field; or/and
- 3+ years of experience working in a role with similar functions as a Data Analyst;

Experience and skills:

- Superior analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy; as well as the ability to think things through, anticipate solutions and next steps, and see the bigger picture;
- Experience in running projects / implementations and working with all levels of stakeholders;
- Experience with different Data sources including customising and managing Data solutions;
- Proven experience with and strong knowledge of CRM systems (such as Dynamics 365, Salesforce), database management software, and Business Intelligence toolsets;
- Proven experience working with MSSQL, querying, and building and generating system reports;
- Ability to work constructively and productively in a team environment supported by vendors in an outsourced environment;
- Work with limited supervision and know when to seek direction, if unclear;

Personal attributes:

- Excellent verbal and written communication skills;
- Excellent interpersonal skills with the ability to develop good relationships with all stakeholders;
- Ability to prioritise and balance competing or conflicting demands;
- Well-developed time management skills, with an ability to meet tight deadlines;
- Liaise professionally with staff and external suppliers;
- Demonstrated ability to work professionally and respectfully;
- Strong and flexible work ethic;
- Awareness of, and ability to work within, the ethos of the Society.

DESIRABLE

Experience, skills and attributes:

- Proficiency working with SQL products (Dynamics, MS SQL, Miranda DB, My SQL, etc.) and a willingness to adapting to new technology;
- Microsoft Certified Solutions Expert (MCSE): Data Management and Analytics;
- Excellent collaboration and communication skills with the ability to effectively communicate with technical and non-technical audiences;
- Demonstrated ability to prioritise and to complete a high volume of work and meet deadlines with excellent organisational skills and attention to detail;

Certifications highly regarded:

- ITIL

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.