



Job Description
Data Analyst
 Human Resources

Department:	Information Technology (IT)
Primary Location:	Bowden
Award/Classification:	Social, Community, Home Care and Disability Services Award 2010 (Level 6)
Status of Employment:	As per individual contract
Date Reviewed:	August 2024
Reports To:	IT Manager

Position Summary

The Data Analyst will be responsible for data collection, cleansing, analysis, data visualisation and reporting to support strategic and operational decisions, through the application of data analysis technologies, methodologies and techniques.

Working with the business, the Data Analyst will help to improve the quality and efficiency of data systems by making recommendations about the preferred methods to obtain, analyse, validate and report business data and facilitate processes of improvement and change.

Key Reporting / Working Relationships	
Internal	External
<ul style="list-style-type: none"> • Reports to IT Manager • Works closely with IT and IMS Team Members • Works collaboratively across the organisation with Executive, Management and Staff 	<ul style="list-style-type: none"> • Works closely with external IT software vendors, consultants and contractors

- Special Conditions**
- Hours of work are as per contract
 - Position is based at the designated office but there may be a requirement to work across all Unity sites
 - A six month probationary period will apply
 - 5 weeks annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
 - Operate within Unity’s Policy and Procedure framework, as amended from time to time
 - Authority to initiate and approve expenditure within financial delegation limits, as per Unity’s Delegations of Authority policy (Appendix A - Schedule of Delegations)
 - Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
 - Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
 - Current full driver’s licence required with no limitations
 - This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed

Initials	
-----------------	--



Job Description

Data Analyst

Human Resources

- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

KEY RESPONSIBILITIES

Data Management

- Employ a methodical and logical approach to problem solving and solutions delivery.
- Maintain data quality to ensure data is accurate and has integrity.
- Investigate, manage and implement required data cleansing activities.
- Accurately document, maintain and update datasets, dictionaries and data models for all new and pre-existing sources.
- Analyse and interpret complex internal and external datasets and make recommendations for business reporting.
- Use data modelling techniques to visualise and represent data, its relationships and rules to improve consistency and integrity.
- Work to develop a data management framework and data release guidelines relevant to the organisation.
- Work with stakeholders and external providers to develop data extracts and standardise reporting parameters.
- Ensure the use, management and development of data and information is undertaken with a firm alignment to obligations of privacy, confidentiality and cyber security principles.

Reporting

- Liaise with Executive, management and business units to identify and manage reporting gaps and develop strategies to fulfill reporting requirements.
- Develop a reporting suite to optimise efficiency and consistency of reporting across the organisation.
- Assist in data processes to facilitate contractual and legislative reporting requirements.
- Participate in business projects that require data analytics and solutions.
- Strive for continuous improvement in data capture and management practices by identifying, reporting and developing opportunities for improvement.

Stakeholder Engagement

- Provide advice and support relating to data management.
- Participate in the preparation and development of operational and ad hoc reports to stakeholders as required.
- Partner with and support teams engaged in data collection, collation, and management activities.
- Coordinate, prioritise and plan activities with stakeholders to enable the preparation and delivery of reports.
- Create visual aids such as charts, graphs and dashboards to effectively communicate key findings.
- Review, plan, develop, implement and maintain documentation, records and processes as necessary.

Other Duties

- Any other duties appropriate to the role.



Job Description
Data Analyst
 Human Resources

Key Performance Indicators

The following areas will be assessed and measured through Unity’s Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity’s Policy and Procedure framework, Strategic Plan and the employment contract:

- All access to data, information access and reporting is maintained according to relevant principles of privacy, confidentiality and cyber security.
- Data, information and reporting is accurate to support confidence in analysis and decision making.
- Improved reporting practices adopted across the organisation.
- Risks and issues are escalated for appropriate advice and/or response.

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity’s Strategic Plan and are properly measured in determining the level of performance.

Values and Behaviours

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity’s intranet and website and updated as necessary:

- Social Justice: We advocate for and actively support fairness, equality, and justice.
- Innovation and Creativity: We encourage innovation and creativity.
- Collaboration and Partnerships: We support collaborative efforts and partnerships.
- Transparent and Ethical Behaviour: We ensure integrity and an ethical approach.
- Leadership and Professionalism: We lead with vision and integrity and promote professional excellence.
- Empowerment and Respect: We foster an environment of respect and a focus on empowering others.

PERSON SPECIFICATION

Education/Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Tertiary level education in Computer Science, Information Technology, Business Analytics or Statistics. • Relevant training certificates. 	<ul style="list-style-type: none"> • Project Management. • Business Analysis.

Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • Experience in data visualisation software and other tools, i.e. Power BI, Tableau, ODBC. • Advanced MS Excel knowledge. • Practical experience in establishing business needs and defining new data collection and analysis processes. • Capable to critically evaluate data to derive meaningful and actionable insights. 	<ul style="list-style-type: none"> • Advanced communication, listening and presentation skills to collect and convey information to stakeholders. • Proven ability to analyse, prioritise, solve problems, make decisions, work under pressure and meet deadlines. • Experience working on complex projects, analysing data requirements and results and reporting required information to stakeholders.

Initials	
-----------------	--



Job Description
Data Analyst
 Human Resources

Knowledge	
Essential:	Desirable:
<ul style="list-style-type: none"> • Exceptional analytical abilities to compile, analyse and verify data to ensure quality and integrity. • Excellent understanding of database environments including SQL. 	<ul style="list-style-type: none"> • Strong mathematical and numeracy skills. • Excellent analytical skills with the ability to identify data trends, patterns and insights.

Approval:

Chief Executive Officer

Date: 13 August 2024

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name:		Signature:		Date:	
--------------	--	-------------------	--	--------------	--

Initials	
-----------------	--