POSITION DESCRIPTION

Analytics & Reporting Coordinator

Position Level | 6
Faculty/Division | External Engagement
Position Number | ADMIN ONLY
Original document creation | February 2021

Position Summary

The portfolio of External Engagement has been created following a Taskforce 20/21+ review of opportunities to streamline our operations across both Faculties and Divisions. The new Division covers the following activities, separate to any activities relating to future student recruitment (which is coordinated via the Division of Academic and Student Life):

• Media, news and content
• Corporate marketing and communications
• Web transformation
• Events, venues and hospitality
• Fundraising
• Alumni engagement
• Government, community and diplomatic relations

The Analytics & Reporting Coordinator is responsible for delivery of data analysis and reports to support fundraising and engagement goals in the Division of External Engagement. The incumbent will be primarily focused on data analysis, report development, and provision of support to the Division’s Information & Analytics team.

The Analytics & Reporting Coordinator will report to the Data & Analytics Manager and has no reports.

Accountabilities

Specific accountabilities for this role include:

• Work with the Data & Analytics Manager, to create and monitor a suite of standard reports for the Division of External Engagement.

• Design and deliver end-user reports and analytics, including significant graphical features and dashboards.
• Using data gathered, establish research priorities and assist in developing work plans.
• Assist and oversee the management of the reporting database.
• Work with a range of stakeholders on analytics & reporting requests, improvements in service delivery and to develop and define reports.
• Develop reporting briefing notes as directed.
• Provide administrative and project assistance to the Data & Analytics Manager as required.
• Maintain and develop KPI reporting for Alumni Engagement, Development performance and other team reports.
• Report and fill the different surveys the Division participates in on an annual basis.
• Maintain visualisation servers from those of Tableau and PowerBi.
• Run scheduled Alteryx workflows for the reporting server.
• Use APIs to update data in the database for reporting purposes.
• Work collaboratively on project teams within the wider Division, as well as other areas across UNSW as required.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience
• Appropriate degree with 3+ years relevant experience in data analysis, business intelligence development or proven equivalent competency gained through any other combination of education, training or experience.
• Proficiency in SQL and data modelling.
• Experience with CRM databases (in particular The Raiser’s Edge) as well as report building using tools such as Crystal Reporting, Alteryx, API, SAS BI Suite, Calumo, PowerBi and Tableau.
• Strong MS Office skills (Word/Outlook/Access/Visio) and in particular advanced skills in Microsoft Excel (ability to write functions, macros, VBA).
• Experience in working directly with users, and ability to quickly build prototypes to demonstrate dashboard and reporting requests.
• Demonstrated commitment to continuous improvement and ability to work and produce results in a fast-paced environment.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.