

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer – Data and Reporting	Department	Emergency Services
Location	Flexible	Direct/Indirect Reports	Nil
Reports to	State Lead – COVID Community Connection	Date Revised	Jun 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	<b>Job Evaluation No:</b>	HRC0018260

### ■ Position Summary

Situated in the Emergency Services team in Victoria, the Project Officer – Data and Reporting will be responsible for capturing, assessing and reporting on the data as part of the COVID-19 Community Activation and Social Isolation Initiative (CASI) for Red Cross in Victoria.

This initiative is providing a vital humanitarian response through a virtual call centre to support the emotional and social needs of vulnerable Victorians as a result of the COVID-19 Pandemic.

This role is responsible for supporting the management of CRM and call centre data, community sentiment and the distribution of urgent food relief to people in mandatory isolation as a role of COVID-19 restrictions.

This role will be required to support the State Lead with a range of reporting and insights requirements for external funders and stakeholders.

### ■ Position Responsibilities

#### Key Responsibilities

- Liaise with stakeholders across the business to understand their data and reporting needs
- Interpret business requirements / requests and assist to find solutions to meet business objectives
- Integrate, clean, and interpret data stored within SQL Server and MS Access relevant to business requirements
- Design and maintain data visualisation dashboards within Excel and Power BI
- Ensure that business data needs are properly analysed and delivered accurately
- Troubleshoot and resolve requests logged, as well as analysis and remediation of any issues
- Provide support and advice to ensure quick and accurate delivery of data from the reporting data sets
- Prepare regular reports in regards to Program activity and outcomes including the number of clients, status of clients and payment reports
- Support in preparing the client file for pay runs in a timely and accurate manner
- Provide Data and Reporting Lead with regular updates, reports and data analysis to inform overall tracking of program progress
- Analyse internal datasets, trends and key issues
- Support with the preparation of accurate, succinct and compelling reports

- Ensure that data is accurate, valid and up to date
- Actively contribute to a positive work environment culture.

## ■ Position Selection Criteria

### Technical Competencies

- Experience in a data, reporting and/or evaluation position
- An understanding of data collection and reporting processes and techniques and how they interface with IT systems
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds
- Highly skilled in data analysis, cleansing and validation.
- Demonstrated expertise working with Microsoft applications (i.e. Excel, Access), database applications (i.e. SQL Management Studio, SQL Integration Services) and data visualisation applications (i.e. Microsoft PowerBI)
- Developed verbal and written communication and interpersonal skills including report writing skills
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Ability to work effectively with internal and external stakeholders using relationship management and influencing skills
- Proven record of reaching timely targets and outcomes
- Some programming experience (i.e VBA, R)
- Understanding of financial data.

### Qualifications/Licenses

- Desirable qualification in Information and Data Visualisation
- A Working with Children check is a mandatory requirement for this role.

### Behavioral Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in **an individual's role and works toward minimising their impact.**

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.