**JOB DESCRIPTION**

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for the development of Uniting’s Data Strategy, including defining and standardising the data- to- insights workflows, establishing strong governance structures, enabling analytics and evidence informed decision making across Uniting and managing the performance of the Data and Analytics team.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Digital Technology team in the Finance Technology and Property team through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Data and Analytics Lead, your role specifically will:

* **Direct and lead the data and analytics strategy**: Establish the vision for data and its value as a business asset by defining and leading data and analytics specific strategy practices to deliver business outcomes in collaboration with the Digital Innovation and Experience Lead as well as leadership across Uniting.
* **Ensure effective Data and analytics governance and quality**: Organise and lead the data and analytics governance and quality initiatives including the oversight of relevant policies and managing compliance. Enable the organisation to have absolute confidence in the reliability of data used to make decisions that may impact on the health and safety of our clients.
* **Maximise value derived from data assets**: Maximise the return on data assets by developing methods to ensure consistent application and use of analytics and establishing the governance of data and algorithms used for analysis, analytical applications and automated decision making.
* **Support and champion the use of data**: Helping our employees at all levels in the organisation to use data to develop insights and make decisions to provide the best outcomes for our clients and employees. Enable data to be accessible and relevant to people’s roles and build the capability to empower people to self-serve.
* **Innovate:** Identify types and sources of data to enable business innovation throughout Uniting. Oversee and provide direction on our mechanisms for sourcing data to ensure quality, traceability, timeliness, usability and cost-effectiveness. Define processes for the effective, integrated introduction of new data.
* **Support Risk Management**: Develop and maintain controls on data quality, interoperability and sources to effectively manage the corporate risk associated with the use of data and analytics.
* **Improve data consumption**: Oversee the identification and consumption of data, and the development and maintenance of the data lakes and data warehouse, for use throughout Uniting.
* **Manage platforms and tools:** Oversee the enterprise’s data and analytics platform for digital business. Design, develop and maintain the data lakes, warehouses and other repositories and ensure business intelligence systems meet organisational requirements.
* **Ensure Data is always protected and secure:** Establishing corporate practices that comply with data protection and privacy regulations and oversee the organising and storage of data in collaboration with the CISO.
* **Manage a team of data professionals:** Ensure the team is resourced with the appropriate level of resources and capabilities to meet the organisations needs and within budget, manage the performance of the team to achieve the agreed deliverables and outcomes.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Finance, Technology and Property

**You’ll report to:** Chief Digital Information Officer (CDIO)

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

Typically this role will require 15 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

**Skills:**

* Extensive experience leading a team of data professionals, including expertise in embedding standardised, consistent and robust processes for data management and analysis. Ability to upskill and empower technical staff to increase capability and adopt modern techniques and processes.
* Tertiary qualifications in data science, analytics, ICT or similar, or equivalent demonstrated experience, sufficient to provide a deep and nuanced understanding of the full data-to-insights lifecycle, and modern best-practice approaches to each of the various stages.
* Strong strategic mindset and ability to design bespoke, specific data processes that support and align with a broader organisational strategy. Evidence of ability to develop and refine data strategies, and make concrete, measurable progress against strategic goals.
* Experience mapping and managing a complex data landscape with a range of different systems, processes and technologies. Proven expertise in managing health data and the complexities that come with it, including best practice security and governance to protect sensitive data.
* Demonstrated experience in deriving valuable insights from data, and in communicating those insights to non-technical and operational staff. Strong concept of the value of data for healthcare and experience with the use of data to support service delivery in healthcare.
* In-depth knowledge of data governance practices and experience leading and guiding data governance groups.
* Proven high level interpersonal skills, able to work across business lines at a senior level to influence and effect change to achieve common goals. Skilled at navigating a complex organization, forging relationships, and managing through influence rather than direct authority as required
* Excellent oral and written communication skills, including the ability to explain digital concepts and technologies to business leaders, and business concepts to technologists.
* Extensive experience managing agile delivery with complex stakeholder management and demonstrated ability to collaborate with a wide variety of stakeholders from both technical and non-technical backgrounds.
* A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged

**Even better:**

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| **Employee Name:** |  | **Manager’s Name:****Title** | Click here to enter text.CDIO |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |