

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Officer – Data & Reporting	Department	Migration Support Programs
Location	Australia wide	Direct/Indirect Reports	0
Reports to	Lead – Evidence & Influence	Date Revised	March 2018
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 5		

### ■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact. Key to our work is the integration of human centred design principles along with locally sourced insights.

The Senior Officer - Data & Reporting will be responsible for MSP data collection capability development and application. They will conduct data analysis, (internal and external), reporting in diverse formats to inform strategic and operational leadership, influence increased impact and meet contractual obligations.

## ■ Position Responsibilities

### Key Responsibilities

- Source and analyse, internal and external datasets, trends and key issues, prepare and compare.
- Source and produce data to support teams.
- Establish new or modified reporting methods and procedures to improve report content and completeness of information.
- Collaborate with colleagues from across the country on projects, develop new networks, insights and skills whilst generating shared impact on outcomes.
- Perform continuous review and analysis of MSP.
- Ensure that data is accurate, valid and up to date.
- Coach and support the development of internal capacity to collect clean data, analyse and apply findings.
- Develop work plans for developing/changing database requirements, and coordinate activities with IT and Operations on database activities crucial for supporting the data gathering needs of the team.
- Prepare and maintain accurate, succinct and compelling reports in various visual formats on trends, emerging issues and making appropriate recommendations for future action, in accordance with requirements.
- Maintain positive, effective relationships and collaborate with key stakeholders including within the State/Territory, national, and Red Cross enabling functions, including ensuring effective cross function communication in areas of responsibility.
- Collaborate on strategic projects.
- Volunteer engagement and management.
- Actively contribute to a positive work environment culture.

## ■ Position Selection Criteria

### Technical Competencies

- Experience in an information systems position within a complex work environment
- A strong understanding of project management and reporting processes and techniques
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds
- Highly skilled in data analysis, cleansing and validation.
- Excellent MS Excel skills/Database expertise
- Demonstrable experience of developing processes and procedures
- Demonstrable experience of planning systems and tools
- Developed verbal and written communication and interpersonal skills including negotiation, mediation, conflict resolution, 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
- Understanding of financial systems and reports
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders.

## Qualifications/Licenses

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

## Behavioural Capabilities

- **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.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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 3 years thereafter. Police check renewals may be required earlier than 3 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