Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.
	We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.
	Together we stand with Australians in need, until they can stand for themselves.
Purpose:	Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
	"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Business Intelligence Analyst
Division:	Practice Leadership
Reports to:	Senior Business Intelligence Analyst
Position Purpose:	The Business Intelligence (BI) Analyst is responsible for **supporting** the development and delivery of data analysis and reporting that is focused on improving business performance, service delivery outcomes and meeting contractual reporting requirements for funders. They will work collaboratively with BI team members and relevant business functions to understand reporting requirements, in order to provide relevant, timely and actionable reporting using appropriate analysis techniques and visualisations. The work the BI Analyst engages in also contributes to supporting the broader organisational strategic priorities.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Business Requirements and Analysis
Key tasks	**Position holder is successful when**
• Provide analysis and reporting for a variety of business requests, using data in different formats and from various platforms and source systems.	• BI analysis and reporting is relevant, actionable, timely, and easy to understand. • Interactive BI reports enable efficient, intuitive access to large volumes of data through easy

• Work collaboratively to develop analysis and reporting of client data to funders that meets contractual reporting requirements. • Provide data validation reports to Service Delivery to ensure accuracy of data entry and contractual data reporting obligations are met for different funders as required. • Use established data definitions, protocols and business rules, and follow approved processes to ensure the quality of analysis and reporting is maintained. • Draft business requirements/technical specifications documents to reflect business needs. • Complete data validation testing and participate in UAT to ensure data is accurate and 'fit for purpose'.	to use filtering, drill-down and/or drill-through functionality. • Reporting of client data to funders meets funder contractual requirements and is delivered on time, accurately, using relevant source data, in the appropriate format. • Disparate data sets are able to be analysed and reported on. • Evidence of the use of established data definitions, protocols and business rules are seen in day to day work activities • Approved processes are adhered to, and evident in the data quality, accuracy, reliability and consistency of work activities. • Evidence of appropriate testing and validation of data 'fit for purpose' is documented.
Key Result Area 2	**Communication and Relationships**
Key tasks	**Position holder is successful when**
• Develop and maintain strong, collaborative relationships with key internal stakeholders to ensure relevancy of analysis and reporting. • Manage stakeholder expectations, resulting in high level stakeholder satisfaction and engagement. • Communicate effectively with non-technical users about data and analysis. • Develop and maintain close relationships with I&A team members and across Practice Leadership, fostering an environment of collaboration, innovation and sharing of good practice.	• Internal stakeholders report high levels of engagement and satisfaction with the work and relationship they have with the BI Analyst. • BI reports are considered by stakeholders to be of high quality and actionable. • The BI Analyst's work is informed by and builds on the work of Practice Leadership and other MA business units as appropriate. • Non-technical end-users of analysis and reports are confident in their understanding of the information provided.
Key Result Area 3	**Continuous Improvement**
Key tasks	**Position holder is successful when**
• Support development of analysis and reporting methodologies that lead to the continual improvement of existing business systems and processes. • Regularly review and refine your data analytics and modelling practices to	• Operational reporting and analysis is regularly reviewed and evidence of continuous improvement is obvious. • Time required to complete regular tasks has been decreased and manual processes reduced through automation or semi-automation.

MISSION AUSTRALIA

improve your accuracy, efficiency and technical skill set. • Keep up to date with new BI methodologies, data visualisations and technology to identify new opportunities for improvements.	• Reports/dashboards enable quicker and more effective responses to ad-hoc queries. • Reports/dashboards and analysis utilise latest BI methodologies/technology/applications, maximising business value.
Key Result Area 4	**Cross Functional team participation**
Key tasks	**Position holder is successful when**
• Participate in cross-functional team /cross-business unit team initiatives in collaboration with SMEs and/or operational managers to drive improvements in business and client outcomes. • Apply your skills, knowledge and experience within the cross-functional team/cross-business-unit team to enable creative thinking and problem solving in a collaborative multi-disciplinary way.	• There is a demonstrated contribution to the achievement of client and business outcomes through specific improvement initiatives initiated by cross-functional teams/ cross-business-unit teams.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety;
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards; and
- Actively support Mission Australia's Reconciliation Action Plan.

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Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Ability to write accurate T-SQL queries to develop reporting data structures for Power BI (CTE, dynamic PIVOT, FETCH, INDEX).
- 3 to 4 years' experience in a similar role, ideally with a mixed skill set of Data Engineer/BI Developer/Analyst, with experience of ETL/ELT environment.
- Tertiary qualification in Computer Science / Mathematics / IT or similar.
- Proven ability to work within tight deadlines, delivering to business/contract requirements.
- Experience in data quality management and testing (Data QA / UAT).
- Proven ability to build strong, respectful relationships and to collaborate effectively to meet business needs.
- Proven ability to communicate data, in a simple yet compelling way, both in writing and orally.
- Knowledge of the report development lifecycle and experience in drafting business requirements for end users.
- Experience of working on Azure Analytics beneficial (Azure SQL/Data Factory/Blob/Shell)
- Knowledge of best visualisation practices desirable
- Experience in supporting the use of data and analytics capability to help inform decision making and deliver project outcomes.

Key challenges of the role

- Using a range of tools and techniques to communicate analytical reports meaningfully to frontline staff and stakeholders given the complexity of business needs.
- Working with ambiguity and complexity in data and processes to deliver relevant, accurate and timely reports.

Compliance checks required

Working with Children	☐
National Police Check	☒
Vulnerable People Check	☐
Drivers Licence	☐
Other (prescribe)	☐ _____

Approval

Manager name	Robyn Brown	**Approval date**	September 2019

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