

POSITION DESCRIPTION

Position Title:	Junior Business Intelligence (BI) Analyst
Location:	Box Hill
Reporting to:	BI Lead Strategy, Mission & Innovation
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The St Vincent de Paul Society (the Society) aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

SERVICES

The Society's members and volunteers provide practical support, advocacy, and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees' programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the Vincent Care Victoria network.

Volunteer service is the backbone of the Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

PURPOSE OF ROLE

Reporting to Business Intelligence (BI) Lead, you will be responsible for supporting the analysis and reporting of complex data sets to help drive business decisions. You will work closely with senior analysts and Subject Matter Experts (SME) to gather data, develop reports and visualisations, and provide insights to key stakeholders.

Stay up to date with industry trends and best practices in business intelligence and data analytics. The role supports the overall ownership of the Microsoft Power BI platform, and access to the necessary data sets to support the development of BI reports, dashboards, and applications, along with on-going activities related to test and deployment phases of any deliverable.

You will directly contribute to creating cohesive, accessible and meaningful performance metrics, to enable data-driven decision making by the Board, Senior Leadership and Operational teams across the organisation, with the data sourced from operational systems and integrated into a data warehouse and visualised in the Power BI Service.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role. • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace. • Positively contribute to and influence organisational culture. • Actively participate in activities that develop your personal and professional skills, knowledge and experience. • Regularly attend and actively participate in all team / divisional and organisational meetings. • Contribute to developing a culture of continuous improvement and respond positively to change.
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions. • Identify and report hazards within 24 hours of them occurring on the incident reporting system. • Manage day to day risks in line with policy and procedures.

KEY ACCOUNTABILITIES *(continued)*

Key Accountability	Deliverables
BI Analytics and Reporting	<ul style="list-style-type: none"> Assist in gathering data from various sources and performing data cleaning and preparation. Develop reports and visualisations to effectively communicate data insights to key stakeholders. Help maintain and enhance data models and databases used for reporting and analysis. As part of the Digital Transformation projects and initiatives, assist in identifying areas of opportunity for process improvement and automation. Work with ICT, and other departments as required, to identify business needs and support data-driven decision-making such as to develop data integration routines from operational systems to meet SVDP's reporting and data capture needs. Deliver Level 3 support or other technical support issues as required. Ensure all documentation (e.g. requirements, design, testing, operations, interface, user guide, etc.) is developed & maintained. Ad-hoc analysis of data where required
Stakeholders	<ul style="list-style-type: none"> Pro-actively build and maintain positive relationships with key stakeholders to facilitate a partnership approach with Society staff. Analyse stakeholder and customer feedback and insights in conjunction with specialists and develop comprehensive analytics to create viable recommendations for data and information management improvements and reporting that align with business strategy and client needs. Work closely with the Transformation team to understand the data behind our key processes; identify and establish improvement in data capture to increase data integrity; and improve consistency in coding structures. Share your findings. This may include: <ul style="list-style-type: none"> - visualizing data in graphs and charts, - putting reports together - presenting in front of other teams or stakeholders.
Documentation	<ul style="list-style-type: none"> Create and maintain Power BI and associated services support documentation. Develop, enhance, and maintain procedure documentation. Assist with importing and integrating data from various sources, i.e. email, website, external suppliers, to maintain accurate and up to date records and procedures.
Client focus	<ul style="list-style-type: none"> Demonstrate a professional, responsive and collaborative approach.
Financial Management	<ul style="list-style-type: none"> NIL
Other	<ul style="list-style-type: none"> Commit to and complete a structured learning & development plan, to facilitate your continued professional development as an early-career data professional. <i>(To be defined and agreed in consultation with your line manager)</i> Responsible for all other duties as advised by the BI Lead and/or Manager IT Transformation.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
BI Lead	Internal	<ul style="list-style-type: none"> Direct reporting, provision of information and support
Manager - Transformation	Internal	<ul style="list-style-type: none"> Reporting, provision of information and support
Strategy, Mission & Innovation	Internal	<ul style="list-style-type: none"> Provision of information and collaboration
ICT Manager	Internal	<ul style="list-style-type: none"> Provision of information and collaboration
Senior Executive Group and Senior Managers	Internal	<ul style="list-style-type: none"> Liaison with representatives from the respective departments, in support of Transformation activities
Other SVDP staff, members and volunteers	Internal	<ul style="list-style-type: none"> Work with all staff and provide exemplary customer service and pro-active communication
Suppliers	External	<ul style="list-style-type: none"> Work with service providers and vendors when required
Peers in industry	External	<ul style="list-style-type: none"> Networking, Intelligence, support & partnerships

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Manager – IT Transformation and BI Lead, in consultation with the incumbent, and will be reviewed regularly.



KEY REQUIREMENTS

Note: We acknowledge that quality candidates may not have all the required skills and have tried to prioritise accordingly. Please apply if you think you meet at least ~80% of the qualifications listed below.

Qualifications

- A fantastic opportunity for suitable for any of:
 - Recent degree graduate - *Information Technology, Data & Analytics or similar* with Business Intelligence experience
- OR
- Minimum of 3 years of Business Intelligence experience in a professional setting (*required*) (*e.g. Data & Technology or other domains such as Finance, Operations, etc*)
- Power BI certification (*advantageous*)

Skills

Essential to success in your role:

- Power BI visualisation and report navigation design
- Knowledge of the DAX language
- SQL skills, *including views, stored procedures, and functions*
- Knowledge of Star Schema data model design concepts

Skills/Experience in the following areas are desirable:

- Data Warehouse/ETL (*highly regarded*).
- PowerQuery (*highly regarded*).
- Administration of Power BI Service (*advantageous*).
- Azure Data Factory (*advantageous*).

Attributes

- Excellent communication skills.
- Good technical aptitude and ability to pick up new systems quickly.
- Well-developed time management skills.
- Demonstrated ability to work both professionally and respectfully with all staff.
- Highly motivated with a strong and flexible work ethic.
- Demonstrate ability to work effectively in a team.
- Outcomes focused approach to problem solving.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.