



## Data Officer – 6-month contract with potential for extension

### Job description

Community Legal Centres Australia (CLCA) is the national peak organisation representing more than 160 community legal services in Australia. Community legal services provide high-quality, free legal and related services to people and communities experiencing financial hardship or other barriers – such as violence, intersectional disadvantage, and discrimination. We help people and communities overcome the barriers they face and improve access to justice.

The national peak provides critical services to community legal centres (CLCs) in our network, including in relation to information, communications and data technology (ICDT). The centrepiece of this work is currently CLASS, the client management system (CMS) used by more than 140 organisations in our membership to record client data and report on service delivery to government funders and others. CLASS is ageing and will need to be replaced. CLCA is leading a change process that will see centres purchase their own commercial CMS tool which will deliver data to a national data repository, to be owned and managed by CLCA. CLCA will draw reports to governments (on behalf of centres) from our national data repository. The national peak will be responsible for developing and maintaining the national data set, a comprehensive record of the sector's delivery of services to clients. We will support centres to engage in this change process, and work with the Commonwealth and State Governments, and other stakeholders, to ensure a successful transition to this new mode of operation.

This role will focus on undertaking detailed analysis of data, answering data queries and other data related work set out in the description of the role. It will require technical skills in SQL, an understanding of the data lifecycle, commitment to quality customer service, and strong stakeholder management skills.

This is a job for someone who wants to apply their SQL and data analysis knowledge to the pursuit of social justice for people experiencing disadvantage.

<b>Position title</b>	Data Officer
<b>Full-time / part time</b>	An initial 6-month full-time employee role is offered, but part-time roles will be considered
<b>Location</b>	Level 10, 307 Pitt Street, Sydney with flexibility to work from home for up to 50% of paid hours.
<b>Classification</b>	Role is classified as <b>level 3 to 4</b> of the Community Legal Centres Australia Enterprise Agreement \$74,000-\$92,000 p.a (pro-rata). This Enterprise Agreement references the <i>Social, Community, Home Care and Disability Services Industry Award 2010</i> (the Award), however our salaries and conditions are above the award.
<b>Description of the role/s</b>	<p>The Data Officer will</p> <ul style="list-style-type: none"> <li>• Undertake detailed analysis of data held in various formats and identify data fields required for models</li> <li>• Perform data extraction and transformation ready for ingestion into customised models</li> <li>• Implement and support ETL or ELT</li> <li>• Working with the internal technical team and stakeholders to interpret data and resolve data issues</li> <li>• Build and optimise SQL queries for various projects</li> <li>• Identify data quality issues and design suitable remediation strategies</li> <li>• Develop data test plans for data integration</li> <li>• Answer data queries and requests from users and support the IT help desk as required</li> </ul>
<b>Reports to</b>	Data Manager
<b>Supervises</b>	N/A

## Responsibilities

<p><b>Program Delivery</b></p>	<ul style="list-style-type: none"> <li>• Deliver data services in line with CLCs Australia’s priorities, this may include:             <ul style="list-style-type: none"> <li>• Creating data imports and extracts</li> <li>• Configuring and understanding an off the shelf ETL or ELT Tool</li> <li>• Querying (with SQL) and documenting the database and data model</li> <li>• Answering data queries and requests from our users and supporting the IT help desk</li> <li>• Designing data dashboards and reports for the sector</li> <li>• Understanding data standards and assisting apply them across the sector</li> <li>• Willingness to learn and understand the data</li> </ul> </li> </ul>
<p><b>Stakeholder Engagement</b></p>	<ul style="list-style-type: none"> <li>• Provide high quality customer data services to provide best outcomes</li> <li>• Contribute to the development and delivery of communications messages and channels</li> <li>• Create a positive user support experience</li> </ul>
<p><b>Systems and procedures</b></p>	<ul style="list-style-type: none"> <li>• Ensure the documentation, implementation and continuous improvement of Service Area related policies and procedures, systems, and processes</li> <li>• Contribute to organisation-wide policies and procedures</li> </ul>
<p><b>Projects</b></p>	<ul style="list-style-type: none"> <li>• Coordinate /contribute to Home Team Projects as well as to assigned Project Teams</li> </ul>
<p><b>Support</b></p>	<ul style="list-style-type: none"> <li>• Provide support to other Service Areas</li> <li>• Provide support, reports and any other duties as directed by line supervisor, Manager, Executive or others as required.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Contribute to and work in a way that is consistent with CLCs Australia organisational culture, aligned with our Values, Strategic Plan, Reconciliation Action Plan and other organisational plans, policies and procedures.</li> <li>• Work to maintain and improve CLCs Australia culture</li> <li>• Contribute content as appropriate to CLCs Australia's Communications</li> <li>• Contribute to the continuous improvement and business continuity of CLCs Australia</li> </ul>

# Selection criteria

<p><b>Skills and experience</b></p>	<ul style="list-style-type: none"> <li>• Qualifications and/or applicable experience in Data, Information Technology, Law, or related fields</li> <li>• Tertiary qualification like Data Science, Data Management, Computer Science, Computing, Engineering will be highly regarded</li> <li>• Industry certification in DAMA, Prince2, Business Analysis would be highly regarded.</li> <li>• Excellent interpersonal skills - strong written and verbal communications skills, collaboration, and team skills</li> <li>• Ability to engage with a range of stakeholders, who have varying levels of data literacy</li> <li>• Digital competency including using the Microsoft 365 suite, and Mac and Windows OS</li> <li>• Understanding or experience of the community legal sector is preferred</li> </ul> <p>Necessary</p> <ul style="list-style-type: none"> <li>• ETL, ELT tools experience or experience cleaning, manipulating and engineering data</li> <li>• SQL and database experience</li> </ul> <p>Beneficial</p> <ul style="list-style-type: none"> <li>• Power Bi experience</li> <li>• Data analysis and/or quantitative research</li> <li>• Business analyst training or user requirements</li> <li>• Stakeholder engagement</li> <li>• Project management would be advantageous</li> </ul>
<p><b>Values and culture</b></p>	<ul style="list-style-type: none"> <li>• Alignment to CLCs Australia values and organisational culture</li> <li>• Able to travel within Australia, and to undertake regulatory checks as required</li> </ul>
<p><b>Personal attributes</b></p>	<ul style="list-style-type: none"> <li>• You are self-motivated, flexible, adaptable, and create sustainable relationships and are client/customer focused – you work well in teams.</li> <li>• You enjoy crunching data and a focus on quality.</li> <li>• You are practical and solutions-focused – a problem solver, you are comfortable and competent online and in-person.</li> <li>• A technical and logical thought process</li> <li>• Ability to stick to a strict deadline</li> <li>• Ability to prioritise and has a keen eye for details</li> </ul>