



Business Analyst

Position Description

About the role

The Business Analyst plays an important role in the Housing Hub Social Enterprise by ensuring that the team has access to insights into how it can become more efficient and effective in delivering our products and services and making an impact for the community.

The role sits within the Business Services Team and works closely with the Salesforce Administrator, Digital Product Lead and the Summer Foundation research team who will structure the evaluation for Housing Hub's impact.

The role is responsible for ensuring Housing Hub data is used to provide quality reporting internally to identify business improvements and delivery of internal KPIs. It will also undertake external reporting focusing on the impact that the Housing Hub has for the community.

About the Housing Hub Social Enterprise

The Housing Hub Social Enterprise has been established by Summer Foundation to create initiatives to develop the SDA housing market across Australia. We work with Housing Seekers and Housing Providers so that people with a disability can find the home that is just right.

We have developed a Housing Hub platform to connect people looking for housing with accessible housing options, a Housing Options Team to provide information, resources and capacity building to people with disability on housing options and a Tenancy Matching Service to identify SDA eligible tenants for new SDA properties.

About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as 'job done' when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

<https://www.summerfoundation.org.au/about-us/who-we-are/>

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Business Analyst
Team	Housing Hub Social Enterprise
Direct reports	None
Reports to	Operations Lead
Status	Full time
Award and Salary	SCHADS Level 5 1.0FTE salary range for position is \$89,100 - \$93,150 + super based on experience
Location	Melbourne
Last updated	March 2022

Key responsibilities

To provide data analysis and reporting to enable data driven decisions and efficient use of time and resources. To ensure data analytics and reporting skills and knowledge is available within the business to provide insights and recommendations about our customers and how they do business with us. To be across this data, identify opportunities to ensure we are providing the best customer solutions and are having impact.

Dashboards & Reporting

- Produce regular dashboards for teams and provide insights into the Housing Hub performance
- Develop reports and prepare information from both internal and external data sources to support business decisions and projects
- Using data visualisation tools such as Google Data Studio, combining website usage (Google Analytics) social media ads/platform analytics and Salesforce data to form a complete view of our customers and touchpoints

- Facilitate automation of existing or new regular reporting and dashboards as required
- Actively seek out opportunities for streamlining or automation of data reporting processes

Data Integrity

- Ensuring ongoing data integrity, accuracy and reconciling any data inconsistencies appropriately
- Work closely with the leadership team members to ensure best practice processes and system configuration are in place
- Ongoing data cleansing including ways to detect duplicates in data sets, broken links, system/connection/ integration errors, incorrect email formats etc.
- Review and optimize data collection processes ensuring best practice approach to privacy and consent

Insights & Analysis

- Complete analysis of data across a variety of systems and digital channels and provide insights to help understand our customers and business better
- Ability to identify, analyse and present insights around customer usage of social/web advertising and provide recommendations for future opportunities regarding improvements and future expansion
- Analyse customer journeys across various digital touch points/channels, identifying issues and insights as well as making recommendations to improve and enhance opportunities
- Analysis of services data to identify opportunities to track and improve efficiency
- Analysing information using statistical/data analysis techniques, and developing models; for example predictive, segmentation, regression & profiling

General

- Setup and maintain the Housing Hub data dictionary and other documentation on the data held by the social enterprise
- Other duties as requested by your Manager
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs

Qualifications, skills & experience

Skills & experience

- Qualification in Data Science, Quantitative Analyses or similar
- Organised and able to meet deadlines
- At least 1-2 years' experience in extracting, analysing, interpreting & presenting customer data from Websites, CRM and other Digital Marketing Channels
- A deep understanding of process and performance optimisation
- Must be self starter who is able to work autonomously
- You take pride in delivering accurate & high quality work
- Strong analytical skills, natural curiosity and problem solving ability

- 3+ years hands on experience with:
 - Advanced Microsoft Excel
 - Salesforce CRM
 - Google Analytics
 - Google Data Studio
 - Heroku
- Excellent verbal and written communication skills and the ability to interact professionally with diverse groups
- Ability to communicate technical concepts to a non-technical audience
- Adaptable to changing environments

Core capabilities

- Teamwork
- Motivation
- Reliability
- Planning and Organising
- Communication

Summer Foundation Principles

The Summer Foundation's principles include:

working as a team | we understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

a healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

shared clarity and commitment to purpose | We all have a strong, shared understanding of our 'why'. Our 'Why' is central to our strategy, decision making and actions.

working authentically | People with lived experience are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

a smart responsible and considered approach | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Policies

All staff must comply with the Summer Foundation policies notified to them from time to time. These policies form part of the contract of employment with Summer Foundation and therefore must be read and understood by staff to ensure they are aware of their responsibilities as an employee of Summer Foundation.

Agreement and acceptance

Employee

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Signature

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Print name

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Date

Manager

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Signature

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Print name

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Date