

Position Description

Data Reporting & Applications Support Analyst

Foodbank Victoria



POSITION:	Data Reporting and Applications Support Analyst (DRASA)	LOCATION:	Yarraville
		DIRECT REPORTS:	Nil
REPORTS TO:	ICT Manager	APPROVED BY:	Chief Executive Officer - David McNamara
DATE PREPARED:	December 2022	CEO SIGNATURE:	

PURPOSE:

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for more than 90 years. Through our network of 533 charity partners across the State, we're able to provide 1.2 million meals a month to Victorians in need. And while supporting our charity partners is at the core of what we do, as the State's dedicated emergency food relief organisation, we're also here to assist Victorians through times of crisis.

Our vision is healthy food for all. We believe that all Victorians should have regular access to healthy food. That's why we work with partners right across the food and grocery sector, from farmers and growers right through to retailers, to source and rescue essential food and grocery items to redistribute to Victorians in need.

As we continue to grow, our Strategy FY23-27 is to take a more data influenced and place-based approach to increasing the volume of food that reaches vulnerable members of the Victorian community. In keeping with the ever changing demographic and geographic make-up of the state's population, we will develop bespoke Community Food Plans to best determine how to reduce food insecurity in each the state's 79 Local Government Areas. We will continue to support established community partners and develop programs and structures where there are none, ensuring that all those in need will be met with our three guiding principles. Dignity. Equity. Respect.

THE POSITION:

The Data Analyst is responsible for supporting the organisation by giving us greater visibility across our data and business operations using various data analysis tools. The Data Analyst will work with other members of the ICT team to provide data support across the organisation.

KEY RESPONSIBILITIES:

Data Reporting

- Demonstrate an understanding of ERP, CRM and other business systems from a reporting and data integrity perspective.
- Maintain a systematic approach to producing reports using various packages, including Excel and BI tools.
- Support the development of reports and dashboards to measure the relevant success of departments, programs, and projects.
- Assist with the implementation of data validation, standardisation, and duplicate management activities in consultation with ICT team and other departments.
- Review and develop relevant data processes and policies to ensure consistent and accurate data management across the organisation.

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KEY RESPONSIBILITIES (CONTINUED)

Authorisation Level

- Prior approval from your manager is required for any single purchase, financial commitment or agreement of \$50 or more and/or any monthly purchase, financial commitment or agreement. In the absence of your Manager, approval of the CEO or two department managers is required.
- All employment decisions must be approved by the CEO.

Physical Requirements

- Ability to perform standard office-based tasks including computer use.
- Ability to lift items approximately 10kg weight.

ORGANISATIONAL ACCOUNTABILITIES

The organisational accountabilities are the **expected standards of performance** for all roles and levels at Foodbank Victoria.

Workplace Health & Safety

- Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness and operate in accordance with Foodbank Victoria's safety policies and procedures.

Culture

- Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Foodbank Victoria.
- Comply with Foodbank Victoria's Code of Conduct, policies, and procedures, at all times.

Information & Communications Technology

- Protect and manage Foodbank Victoria's information assets in accordance with policy and process requirements.
- Use Foodbank Victoria's technology appropriately and with respect.

Customer Service

- Demonstrate a comprehensive understanding of the customers of Foodbank Victoria, creating a culture of customer service excellence.

Financial Accountability & Governance

- Models compliance with Foodbank Victoria's Authority and Financial Delegations policy.

Corporate Record keeping

- Ensure that full and accurate records are made for all business transactions conducted on behalf of Foodbank Victoria and that all records are appropriately retained in accordance with Foodbank Victoria's recordkeeping requirements.

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KEY PERFORMANCE INDICATORS:

1. Achievement of Key Results

- Data Improvement.
- Reporting.
- Administration.

Measures

- Implement organisation policies for standardised data collection and validation including treatment of duplicate records.
- Develop and assist with the implementation of relevant departmental process that impact on data integrity.
- Data Privacy is maintained as per FBV policies with 100% compliance and accurate reporting of breaches.
- Managers and departments receive reports that supports their business needs within agreed time frames.
- An agreed/endorsed data management policy is in place.
- Process documents outlining relevant data management activities are in place.
- Regular reports are completed within agreed timeframes.
- New report requests handled in acceptable timeframes.

2. FBV Values and Policies

- Ensure a safe and healthy working environment.
- Treat fellow staff, clients, suppliers, all others and the environment with dignity, courtesy, and respect.
- Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment & bullying.
- Accept responsibility and accountability for our actions, work performance and the use of property.
- Act in ways that maintain our integrity, reputation, and the confidentiality of information of all stakeholders.
- Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies.
- Report and act upon any known violations of Foodbank Victoria policies.

Measures

- 100% compliance with Foodbank Victoria's policies and procedures.
- Take part in 1 internal workplace audit every 12 months.
- No reported breaches in confidentiality.
- All known violations of these FBV guidelines reported to line manager.

3. Team Performance

- Provide a flexible and stimulating workplace that encourages honest and effective communication.
- Nurture a culture of mutual trust, support and encouragement where everyone's contribution is recognised equally.
- Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work.
- Celebrate excellence.
- Act and communicate ethically with all stakeholders.
- Adhere to ethical purchasing procedures.

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KEY PERFORMANCE INDICATORS (CONTINUED)

Measures

- >90% Team meetings attended.
- Training programs are achieved.
- Review discussions completed.

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualification and or significant work experience.
- Hold and maintain a current driver's license and be prepared to drive.
- Professional development training undertaken.
- Willingness to undertake a criminal record check.
- Ability and willingness to work outside normal office hours to support events/programs on occasion.

Experience

- 2-3 years' experience in a similar role.
- SQL skills & strong experience in QlikSense, Power BI, Tableau or other BI tool.
- Strong MS Excel skills.
- Excellent written and verbal communication skills.
- Strong attention to detail.
- Organisation and time management skills.
- Ability to work independently and positively within a team environment.
- Experience using CRM & ERP systems.
- Excellent interpersonal skills, particularly with internal stakeholders.
- Exceptional numerical and analytical skills.
- Experience in providing reports and analysis.

Competencies

- Seeks feedback and responds appropriately.
- Copes with change, effectively.
- Takes initiative.
- Works diligently to meet and exceed accountabilities.
- Makes others feel valued.
- Is reliable, consistent and fulfils commitments.
- Maintains confidentiality.
- Works collaboratively.
- Plans and organises work efficiently and effectively.
- Understands our markets, supply chain and operations.
- Identifies opportunities to grow or improve the organisation.
- Resourceful.
- Innovative.

I agree to abide by Foodbank Victoria's values, policies and procedures and that this position description clearly outlines the overall responsibilities, physical requirements and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

NAME:

SIGNATURE:

DATE: