

POSITION DESCRIPTION			
<p>Australia for UNHCR (A4U) is the UN Refugee Agency’s national partner in Australia, raising awareness and funds to support UNHCR’s global emergency response to humanitarian crises.</p> <p>Established in 2000 A4U has raised over \$490m from individual donors, philanthropists and corporates, leading to direct impact on the ground delivering emergency support such as shelter, protection, clean water, food and medicines. Australia for UNHCR also directly funds international projects that support longer-term care such as building schools, running livelihood programs and providing healthcare.</p>			
Title	Data Analyst	Function	Business Intelligence
Location	Level 8, 120 Sussex Street, Sydney	Employment Type	15 month contract, Full-time
Reporting to	Analytics Manager	Career Level	Level 2
Last Updated	22 January 2025		
Position Statement	<p>Working within the Business Intelligence Unit (BIU) and working closely with business stakeholders, contributing to the evolving data requirements of the organisations through the provision of data selections, analysis, data mining as well as developing and maintaining reports to support data-driven business decision-making across Australia for UNHCR and New Zealand for UNHCR</p>		
Key Accountabilities			
<p>Analysis, Benchmarking, Reporting & Modelling</p> <ul style="list-style-type: none"> • Design and implement reporting & business intelligence solutions using a variety of tools including Power BI, or a similar reporting suite. • Deliver analytics on the business critical objective of understanding how to maximise the value from our financial supporters; inclusive of optimising the opportunity of moving supporters up the supporter pyramid and forecasting potential growth. This will be in the form of data mining, profile analysis, building analytical models and BI report authoring in Power BI or a similar reporting suite. • Produce reports, analysis and post campaign reports to analyse the results of a campaign. • Produce regular KPI reports e.g. Lead Indicators Report (LIR), National Growth Fund Report (NGF), Quarterly reforecast reports, etc. • Conduct regular analysis and data mining to unearth actionable insights to inform and enhance fundraising strategies that improve organisational performance while ensuring the organisation remains data driven. • Build projection and segmentation models to answer key business questions. • Help business areas develop budgets during annual planning and revise budgets during quarterly reforecast based on financial data. • Working with key business stakeholders to refine existing BI assets to improve reports and dashboards to ease manual processes and enhance self-service reporting capabilities. 			

- Assisting the Analytics Manager in the provision and accuracy of benchmarking data, review benchmarking results and highlight actionable opportunities to support fundraising strategies.
- Perform data mining to create ad-hoc reports, answer miscellaneous queries or advise on improvements to data quality and structure.

Marketing Data

- Address data extract requirements for direct marketing campaigns with a high degree of service; develop and refine data selections, build and check extracts, manipulate data in preparation for bulk communications and update records with contact history.
- Advise on segmentation strategies considering a multi-channel communication approach and a donor-centricity approach.
- Extract data for marketing campaigns applying an understanding of direct marketing principles and how best to utilise data for optimal campaign outcomes.

Data Warehouse Development

- Assist the BI Analyst and BI Manager to administer and develop A4U's data warehouse (DWH) considering current and future business requirements to strategize and implement enhancements to the DWH platform through research, analysis, consultation, and evaluation of program needs.
- Maintain all required documentation for the data warehouses;
- Assist with troubleshoot and remediate if able, issues that arise with the DWH.
- Build and establish streamlined campaigns and appeals, streamlining processes through the application of automated data selections, where possible.

Project & Stakeholder Management

- Working closely with internal stakeholders using a consultative approach to driving evidence based decision making throughout A4U.
- Work with a range of internal and external stakeholders to satisfy their business intelligence requirements for analysis, report creation, data selections, data mining and data modelling within a strong project management framework.
- Work closely with the Donor Care team to understand the data behind our key processes and identify and establish improvements in data capture to increase data integrity and improve the consistency in coding structures.

Other Responsibilities

- Stay up-to-date on emerging analytics and benchmarking methodologies. Ensuring the organisation is a centre of excellence in its analytical technologies.
- Develop, enhance and maintain procedure documentation. Continually review procedures to ensure accuracy, validity and maximum efficiency.
- Develop a detailed understanding of core business processes to facilitate information support and business intelligence solutions that service business needs.
- Assist with data imports and integration from various sources, i.e. email, website, external suppliers, to maintain accurate and up to date supporter records and procedures.
- Assist in the implementation of the Australia for UNHCR (A4U) and New Zealand for UNHCR (NZ4U) Emergency Strategies.

Selection Criteria

Essential Qualifications & Experience

- Experience building models in spreadsheets. Comfortable writing formulas and VBA in Excel.
- Experience in the development, maintenance and remediation of issues relating to data models within a SQL data warehouse environment
- Strong SQL coding skills.
- Strong database knowledge e.g. SQL
- Experience using business intelligence tools such as Power BI, Tableau etc.
- Hands on experience in querying and extracting data across multiple, disparate and complex relational databases or a data warehouse.
- Experience extracting data for marketing campaigns with a sound knowledge of direct marketing principles and how best to utilise data for optimal campaign outcomes
- Strong project management skills to deliver multiple projects on time and work autonomously to meet deadlines.
- Excellent stakeholder management skills. Excellent communication and customer service skills with the ability to convert a descriptive brief into a business intelligence/analytical solution
- An advanced understanding of how data is used for communication purposes, the process and the governing regulations / best practice guidelines.
- A high level of experience in moving data between programs, manipulating data and analysing large data sets.
- A comprehensive appreciation of data issues and their solutions, particularly de-duplication and the importance of maintaining clean data.
- Tertiary qualifications in related field or equivalent business experience.
- Strong attention to detail and the ability to quality check work and review processes.
- Excellent analytical and problem solving skills
- Excellent written and communication skills
- Minimum 2 years' experience in a similar role

Desirable Qualities

- Experience working with a relational database, ideally Raiser's Edge or similar platforms is a great advantage.
- Previous employment in NFP sector and in marketing analytics and insights.

Personal Skills & Attributes

- Works collaboratively
- Communicates with impact
- Strong planning and prioritisation skills
- Highly motivated, with an ability to complete tasks, and strong attention to detail
- Strong problem-solving skills. Able to anticipate, identify and address risks with practical solutions.
- Able to adapt quickly to changed priorities and organisational requirements
- Takes initiative to drive results

Our Values <ul style="list-style-type: none">• Collaborative• Inclusive• Accountable• Ambitious	
Additional Information	
All staff are required to: <ul style="list-style-type: none">• Sign the A4U Code of Conduct and the Safeguarding Code of Conduct.• Demonstrate an active and dedicated commitment to A4U's mission, vision and core values• Work outside of normal business hours during an emergency situation	
Approved by:	CEO