



Good Shepherd

Australia New Zealand

Position description

Title	Service Excellence – Service Improvement & Reporting Manager
Reports to	Program Manager – Financial Counselling
Classification & Salary	SCHADS Level 8.1 (\$91,000-\$100,000) plus super and salary packaging
Employment Status	Full-time, ongoing
Primary Location	Melbourne CBD
Date	March 2020

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The position supports the Program Manager – Financial Security and Wellbeing in the collection, analysis and reporting of data in line with funding requirements and to inform service delivery and service improvements across both the financial security and wellbeing programs. This is a greenfield role with lots of scope to make the role your own, working both at an operational level & in conjunction with strategic leaders across Good Shepherd.

Duties will include:

- Collecting and interpreting qualitative and quantitative data
- Analysing results for use in strategic & operational planning of programs & services
- Compiling qualitative and quantitative reports for internal reporting purposes and submission to various funding bodies in line with their reporting requirements
- Working alongside the Program Manager to set and monitor performance against targets, identify business needs and opportunities for service improvement
- Analysing existing data collection processes
- Working with the teams to improve data collection techniques
- Collecting and analyzing data as part of implementing our impact framework
- Recommending & implementing ways of collecting & measuring client satisfaction metrics

Key Responsibilities

- Collecting and interpreting qualitative and quantitative data
- Analysing results for use in strategic & operational planning of programs & services
- Compiling qualitative and quantitative reports for internal reporting purposes and submission to various funding bodies in line with their reporting requirements
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Responsibilities of Good Shepherd Employees

People

- Work effectively within the team
- It is particularly important to be outcomes focused. This is a role that requires a strong 'delivery' mindset.
- Demonstrate commitment to own learning and development
- Take responsibility for own wellbeing

Clients

- This role may work with clients who are vulnerable. It is important that the person in this role can demonstrate empathy & be person-centered in their approach.

Service Delivery and Operations

- Strong attention to detail is required. Reporting to Funders must be accurate & delivered on time.
- Organisation skills are a must. You will be required to multi-task in the role.

Stakeholders

- Stakeholders will include our Funding bodies; it is critical that they are serviced to the highest standards.
- Other stakeholders include the broader team & senior leadership who require constructive, collaborative relationships.

Compliance

- Demonstrate behaviour consistent with GSANZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Skills and experience in data collection and analysis for use in strategic & operational planning
- Tertiary qualification in mathematics, statistics or both
- Ability to write comprehensive reports
- Ability to analyze & interpret large data sets
- Must have strong organisational capabilities, be able to work independently and with the team.
- Strong written and verbal communication skills
- Excellent computer skills across the Microsoft Office suite A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Key Selection Criteria

1. Cultivates productive working relationships
2. Excellent research, analytical and data sourcing skills and demonstrated data analysis experience, with sound experience in preparing reports and submissions
3. Appropriate tertiary qualifications or demonstrated, equivalent, relevant industry experience
4. Ability to effectively communicate both orally and in writing with internal and external stakeholders
5. Time management skills with the ability to prioritise and meet workload deadlines.

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- The value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

Additional information

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.