



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Monitoring, Evaluation and Learning (MEL) Analyst
<b>DIVISION</b>	Social Policy and Research Centre (SPARC)
<b>DEPARTMENT</b>	Monitoring, Evaluation and Learning (MEL)
<b>REPORTS TO</b>	Senior Manager Data and Reporting

### ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St. Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The BSL values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

### DEPARTMENT PURPOSE

The BSL's Social Policy and Research Centre (SPARC) has responsibility for seeding new approaches to social policy, programs and practice that help shape a better future for individuals, families and communities experiencing poverty, inequality and social exclusion.

Situated within SPARC, the Monitoring, Evaluation & Learning (MEL) team integrates diverse expertise to build monitoring, evaluation and learning systems that enable the reflection and adaptation so critical to social change. We do this by collaborating with partners in research, service development and policy to:

- Develop and implement outcomes monitoring frameworks for practice areas, services and systems change initiatives;
- Rigorously evaluate our service models and change initiatives to understand and demonstrate our impact;
- Cultivate and embed a learning culture through the development of inclusive platforms, processes, and resources supporting inquiry;
- Promote and apply quality and ethical MEL practices that expand the capability of BSL staff, partners, and service participants.

## **POSITION PURPOSE**

The MEL Analyst plays a key role in supporting BSL and our partners to collect, make sense of and learn from data to build evidence, improve decision making, enhance program effectiveness and effect systemic change.

A large part of the role involves collaborating with stakeholders – leveraging their expertise and building their capacity – to develop data collection and reporting tools and systems that enable users to interpret and distil valued insights from data to inform program design, monitoring, evaluation and learning. This includes aligning tools and integrating data from a variety of systems and sources to create shared, insightful reports to support a range of uses such as monitoring, evaluation, learning, program development, collaboration, research, fundraising and policy influencing.

The role is critical in cultivating an active learning culture across the BSL by coaching and supporting stakeholders to explore, reflect on and learn from their data for continuous learning and improvement.

The MEL Analyst will also contribute to the development of data workflows and governance to ensure reporting is timely, accurate, ethical and inclusive.

## **KEY RESPONSIBILITIES**

### **1. Data analysis and reporting**

- Collaborate with stakeholders – leveraging their expertise and building their capacity – to develop data collection tools, systems and reports to inform program design, monitoring, evaluation and learning
- Support the Senior Manager to design dashboards and other interactive tools that automate reporting on data to meet the information needs of stakeholders and aid decision-making
- In collaboration with the Senior Manager, respond to bespoke requests for information by translating queries into clear analytical questions and reports that yield meaningful and actionable insights.

### **2. Stakeholder engagement and capacity building**

- Build trusted and resilient working relationships with stakeholders to establish the MEL team as a valued enabler of service delivery and learning
- Coach and support stakeholders to explore, make sense of and critically engage with their data for continuous learning and improvement
- Contribute to the development of training, resources and tools that support stakeholders to collect, analyse and derive insight from data
- Exercise discernment to manage complex relationships; earning buy-in and consensus with an astute understanding of needs, concerns, expectations and interests
- Support the Senior Manager to maintain timely and effective communication with internal and external stakeholders, preparing briefs and other content as required.

### **3. Data management and systems development**

- Support the Senior Manager to build and maintain robust automated processes to extract, transform, and load data from a variety of systems and sources to enable shared monitoring, evaluation and learning

- Support the design and maintenance of quality, ethical, inclusive, efficient and timely processes, systems and tools that manage the collection, storage and transformation of data
- Work with stakeholders including evaluators, program managers and embedded data analysts across BSL and our partners to ensure the quality of monitoring and evaluation data by instituting standards and practices and establishing processes for data validity and reliability audits
- Work with stakeholders to establish governance standards, procedures and guidelines that enable ethical data sharing and improve data quality and usage
- In collaboration with the Senior Manager, advise on the ICT and resource requirements needed to enable monitoring, evaluation and reporting activities and contribute to business cases to support new investments.

#### **4. Teamwork and Accountability**

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures
- Build strong working relationships with key internal and external stakeholders to establish the BSL MEL team as a key enabler of organisational performance and learning
- Model practices that support high performance and engagement in the MEL team and effective cross-team collaboration.

#### **5. Multi-Skilling**

- The incumbent may be directed to carry out related duties within the level of the position and scope of the incumbent's competence and training.

### **TO BE SUCCESSFUL YOU MUST HAVE (KEY SELECTION CRITERIA)**

#### **Knowledge and Qualifications**

- Relevant tertiary qualification and / or specialised training in a field with an emphasis on quantitative methods (such as economics or other social science, statistics, public policy, computer science)
- An understanding or capacity to quickly acquire understanding of the not-for-profit sector, community services and the reporting needs and expectations of funders and government
- Knowledge of relevant ethical and inclusive data practices and codes ensuring privacy and confidentiality
- An awareness of the debates and emerging practice related to monitoring and evaluation, data collection with communities and data management within community service organisations and government.

## **Skills and Experience**

- Post graduate experience in a related role
- Demonstrated experience extracting, merging, cleaning, transforming, analysing and visualising quantitative data using tools such as STATA, SPSS, R, SSIS, ADF, PowerQuery, SQL, PowerBI, Tableau, Domo
- Exceptional interpersonal and communication skills with an ability to independently and effectively engage with stakeholders from different levels and diverse backgrounds
- Exceptional organisational skills and demonstrated ability to be proactive, flexible and manage competing priorities while working under pressure in a changing environment
- Demonstrated experience coaching or supporting stakeholders to collect and interpret data for monitoring, evaluation, learning or decision-making
- Well-developed conceptual and analytical skills with the demonstrated ability to be solutions-focused and make sound judgements on sensitive and complex issues
- Familiarity with various MEL approaches and an ability to critically assess and design MEL tools and practices is desirable
- Experience establishing and maintaining business intelligence data workflows, routines and standards is desirable
- Ability to work autonomously and effectively as part of a team to achieve outcomes.

## **Attributes**

- An understanding of and empathy with the values and ideals of the Brotherhood
- Integrity, maturity and strong personal and business ethics combined with sound judgement and a commitment to transparency and accountability
- Highly collaborative. Engages others to achieve common goals; has a spirit of teamwork and supports staff
- A curious and open mindset and critical attention to detail.

## **MANDATORY EMPLOYMENT CRITERIA**

- Specific work requirements include work-based travel, and attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check and Working with Children Check is required for this position. The BSL will facilitate this process
- A valid Australian Driver's License and ability to attend different work locations as required.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.