



POSITION DESCRIPTION – Data Analyst	
Part 1 – Expectations for Your Role	
Position	Data Analyst
Service / Program	Information Technology
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 4
Reports to	Team Lead - Business Intelligence
Effective Date	May 2026

Key Deliverables

Triage and manage requests received through the organisations support and ticketing system.

- Action and resolve support requests relating to business intelligence platforms and data services, including:
 - Microsoft Power BI workspace administration and user access management
 - Monitoring and investigation of dataset refresh failures
 - Ad hoc data extraction and query requests
 - General reporting and analytics support activities
- Escalate complex issues to Business Intelligence Manager or Business Intelligence Analysts where required while ensuring timely communication and resolution of support requests.

Maintain and support the organisations Microsoft Power BI workspace environment.

- Keep the Power BI workspace environment to ensure it remains structured, efficient, and aligned with governance standards.
- Review and maintain workspace contents, ensuring only required and current data artefacts, reports, dashboards, and datasets are retained.
- Monitor and maintain dashboard relevance, usability, and currency to support effective business decision-making.
- Administer and monitor workspace configuration settings including user access, security group alignment, dataset refresh schedules, and usage activity.
- Maintain and enhance navigation hubs and application structures to improve report discoverability, accessibility, and user experience.
- Implement and support change requests and enhancements relating to reports, dashboards, workspace configuration, and user access requirements.



Actively contribute to the development and maintenance of a data self-service culture across the organisation.

- Promote the effective use of business intelligence and self-service reporting tools through ongoing engagement with business users and stakeholders.
- Provide guidance and support to end users in accessing, interpreting, and using data and reporting solutions effectively.
- Maintain and enhance data dictionaries, reporting documentation, and supporting reference materials to improve data literacy and consistency.
- Identify and recommend opportunities to improve self-service reporting capabilities, accessibility, and user adoption.
- Support initiatives that encourage standardised, governed, and sustainable use of organisational data assets and reporting platforms.

Business Intelligence and Analytical Support

- Support Business Intelligence Analysts in the delivery, maintenance, and continuous improvement of reporting and analytics solutions.
- Use organisational data to identify trends, patterns, anomalies, and emerging issues that may support operational and strategic decision-making.
- Assist in the investigation and interpretation of data to support reporting accuracy, service insights, and business improvement activities.
- Contribute to data modelling activities to support reporting, analytics, and data structure optimisation.
- Participate in data validation, quality assurance, testing, and exploratory analysis activities.
- Actively contribute to the team's continuous improvement initiatives, including process enhancement, standardisation, documentation, and governance activities.
- Provide operational and administrative support across business intelligence initiatives and service improvement activities as required.

Skills

Soft Skills and Personal Attributes

- Strong written and verbal communication skills, with the ability to translate technical concepts and data into clear, meaningful information for non-technical stakeholders.
- Demonstrated ability to work collaboratively and effectively within a team environment.
- Proven ability to manage workloads and deliver outcomes within agreed timeframes and priorities.
- Contributes positively and respectfully to team discussions, stakeholder engagement, and workplace culture.
- Well-developed organisational and self-management skills, with the ability to work independently and manage competing priorities.
- Adaptable and responsive to changing business needs, priorities, and contexts, with the ability to effectively context switch between tasks and activities.
- Approaches work with professionalism, purpose, and a commitment to delivering meaningful outcomes for clients, communities, and the organisation.



Technical Skills

- Demonstrated experience working with Microsoft Power BI including report development, workspace administration, and dashboard maintenance.
- Sound understanding of data modelling principles and practices within a business intelligence and reporting environment.
- Experience developing and maintaining calculations and measures using DAX (Data Analysis Expressions).
- Experience using Power Query (M) for data transformation, cleansing, and preparation activities.
- Strong SQL skills, including data extraction, querying, validation, and troubleshooting.
- Working knowledge of Python for data analysis, data manipulation, automation, or supporting analytical workflows.
- Experience using Jira or similar ticketing and work management platforms to manage support requests, tasks, and continuous improvement activities.
- Experience using Confluence for documentation, knowledge sharing, and maintaining technical and business process information.

Experience and Knowledge

- Experience in Business Intelligence, data analysis, or similar analytics roles within reporting environments.
- Background in not-for-profit organisations, ideally in community health, human services, or other complex service-delivery settings.
- Experience working in structured reporting or analytics teams supporting enterprise reporting platforms and business users.
- Proven ability to support operational, performance, or service-delivery reporting across multiple stakeholders.
- Skilled at collaborating with cross-functional teams and engaging non-technical stakeholders to enable data-informed decision-making.
- Experience working with governed data environments, multiple systems of record, and evolving business definitions.
- Experience supporting reporting systems in a service-oriented capacity, including responding to user needs and ensuring reporting reliability.
- Contribution to data quality, reporting uplift, or analytics-maturity initiatives within a team environment.

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

Why we include physical requirements in our Position Descriptions



We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.