

# Data Insights and Responsiveness Planning Lead

## Data Insights and Responsiveness Planning Lead

**An exciting opportunity has arisen to join one of Australia's most successful public interest and social justice organisations. Justice Connect is a not-for-profit organisation with a vision of a fair and strong community in which people have a fair chance at a better life, the community sector is strong and vibrant and the legal/justice and non-legal social systems are fairer and better.**

At Justice Connect, we believe everyone deserves a fair chance at a better life. Too often, our legal system is complicated, expensive and inaccessible. And when the system doesn't work for everyone, it works for no one. It holds our community back. That's why we use the law to help people and community groups left behind by an unfair and complicated legal system. Whether it's a single mother facing homelessness, a local community group struggling with overwhelming regulation or an older person dealing with family violence, real-life problems so often have legal solutions. That's why we connect people with legal help. We use the power of the law to open up the legal system for those locked out of it, and to change the system where it is broken.

The key to our impact is the passionate commitment of our people. We hold ourselves to the highest standards, driven by a desire to deliver real improvements in the lives of the people and communities we help.

With the recent development of a new organisational strategy, Justice Connect is bringing together two existing teams to form a new team focused on delivering legal services to individuals. The strategy for this team focusses on reaching more help seekers and strengthening our capability to respond to emerging legal issues. The Data Insights and Responsiveness Planning Lead will help deliver this strategy through building our capacity to use data to tell us what is happening in our service delivery, and inform our responses to legal need.

If you want to work in a fast paced, dynamic environment, you enjoy developing new processes and systems and you are passionate about data and how to use it to improve services, we would like to hear from you. This is a fantastic opportunity to join a committed team who share your vision of a fairer society.

**We know our team and our organisation is stronger with a diversity of backgrounds and experience, including lived experience of the issues we work on. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, gender diverse people, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.**



Applications close 5:00 pm, Thursday 3 December 2020



## Position description

<b>Position title</b>	Data Insights and Responsiveness Planning Lead
<b>Position reports to</b>	Head of Pro Bono Partnerships
<b>Position Works in Close Collaboration with</b>	Manager- Innovation Manager – Service Delivery and Principal Lawyer Project, Data and Engagement Leads
<b>Employment status</b>	Fixed term for 2 years, commencing early January 2021
<b>Hours</b>	37.5 hours per week (1.0FTE) (0.8 FTE considered)
<b>Salary</b>	\$77,753.99 per annum (pro rata) plus 9.5% superannuation, annual leave loading and generous salary packaging options.
<b>Location</b>	Level 17, 471 Bourke Street, Melbourne, VIC 3000 or Level 5, 175 Liverpool Street, Sydney, NSW 2000 *Remote during COVID-19 pandemic
<b>Closing date</b>	5:00 pm, Thursday 3 December 2020
<b>For further information</b>	Contact Tori Edwards, Head of Pro Bono Partnerships on (02) 8599 2116 or <a href="mailto:Tori.Edwards@justiceconnect.org.au">Tori.Edwards@justiceconnect.org.au</a>

## Role purpose

The Court Programs and Public Interest Law teams at Justice Connect will be brought together to form a new team from January 2021. Our new strategy aims to scale our assistance to reach more people and to strengthen our capacity to respond to emerging legal issues. It is about grouping our expertise and service offerings across multiple funded projects, using different methods of service delivery and levels of service intensity to maximise the help that we can provide in a streamlined, accessible and easily navigable way. We will focus on a more holistic approach that emphasises our ability to respond to different client needs through service design, innovation and strategic engagement.

The focus of this team is delivering a range of legal services to individuals including through Court-based services, facilitating pro bono assistance and designing and delivering self-help tools. We will also pursue strategic engagement in particular areas of focus for the team.

The purpose of this new role is to assist the team to understand in real time what is happening in the service and broader environment, informing response service planning, promotion and production of products and resources.

## Key responsibilities

The Data Insights and Planning Responsiveness Lead will play a critical role in this newly formed team at Justice Connect at the time of implementing its strategy to scale and increase the impact of its work.

The role is responsible for

- Working with leaders in the team as well as across the organisation to design a series of impact and other key measures and a strategy to report on these measures
- Creating systems and approaches to deliver timely analysis to assist the service to deliver adaptive and effective responses to legal need
- Interrogating data and working with subject matter experts to understand the significance of trends and incidents identified in data



- Assisting in the production of service reports and other documents which communicate our impact in engaging ways
- Support the leadership team of the program to implement the program and organisational strategy. This may involve work to improve how the team identifies and responds help seekers with multiple issues, the way in which the team collaborates to respond to need, and how it identifies efficiencies and opportunities for impact.
- Contributing to Justice Connect's Reconciliation Action Plan activities.

Selection criteria	
Qualifications	<ul style="list-style-type: none"> <li>• Tertiary qualification (essential)</li> <li>• Data science (desirable)</li> </ul>
Technical expertise	<ul style="list-style-type: none"> <li>• Data analytics and data visualisation</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Working with complex data</li> <li>• Working across various data analysis platforms (e.g. tableau, excel Quicksite, Power BI)</li> <li>• Experience in setting up systems to deliver efficient ongoing access to data</li> <li>• Experience in interrogating data and collaborating with subject matter experts to generate insights</li> <li>• Experience presenting data and converting it to digestible and navigable formats</li> <li>• Experience working in multidisciplinary teams</li> <li>• Experience working in data-informed service and product design</li> </ul>
Knowledge, skills & attributes	<ul style="list-style-type: none"> <li>• Commitment to Justice Connect's vision, strategy and values, including a commitment to social justice</li> <li>• Curiosity, flexibility and open mind, and comfort working in ambiguity</li> <li>• Impact and outcome focused, making evidence-based decisions</li> <li>• Comfort working in agile practice with openness to pivoting as organisational priorities change</li> <li>• Ability to perform under pressure, and work with leadership to define priorities</li> <li>• Excellent communication skills and the ability to successfully build and manage key relationships, including relationships with patrons, ambassadors, donors, funders and internal stakeholders including board and staff</li> <li>• Excellent time management skills, ability to stay focussed and calm under pressure, ability to meet deadlines</li> </ul>



## Employee benefits

Justice Connect offers employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, above award annual leave provisions and opportunities for professional development. Justice Connect is an organisation that strives to show leadership, operate sustainably and demonstrate our effectiveness. You will be rewarded with a workplace culture that is professional, committed, collaborative and creative and where you can make a real difference through your work.

## Important information

For further information about Justice Connect and its work please visit [www.justiceconnect.org.au](http://www.justiceconnect.org.au)

### The application process is as follows:

- Applications should be addressed to **Tori Edwards, Head of Pro Bono Partnerships, Justice Connect** and should comprise a cover letter, your resume, and a succinct statement outlining your suitability for the role with reference to the selection criteria
- Applications should be emailed to [hr@justiceconnect.org.au](mailto:hr@justiceconnect.org.au) as a **single word or PDF file** including “**Data Insights and Responsiveness Planning Lead via Justice Connect website**” in the email subject line.
- Applications close at **5:00 pm, Thursday 3 December 2020**.

