Data/Systems Analyst – Level 4/5

Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach and support.

Circle Green provides accessible justice and seeks to create system, place and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

Values

Fair and equitable	Holistic	Collaborate for change	Regenerate
We are committed to creating access to legal advice, education and advocacy so human and social rights can be upheld.	We deliver wraparound support that addresses people's needs to enable access to justice.	We are stronger together. We collaborate with our clients, staff, partners, and government. We welcome partners who create better access to justice and permanent solutions.	We create a support system for each other so we can create a better world.

Role Contribution

This role will be pivotal in driving continuous improvement to support client outcomes across all Circle Green services.

The Data/ Systems Analyst will champion the collection and analysis of output and outcomes data. Using advanced business intelligence tools, utilising systems mapping, and working closely with the Leadership Team, the role will support decision making, process improvement and feed into strategic planning. By developing external reports for key stakeholders Circle Green will be able to effectively communicate outcomes and impact and support key advocacy platforms.

Working across multiple data systems and processes this role will also support the Principal Solicitors to produce accurate and timely reporting.

Key relationships

- Reporting to the Corporate Services Manager.
- Supporting the Circle Green Leadership Team.

- Working with Circle Green lawyers, client services coordinators, advocates, administration staff and central support functions.

Key Responsibilities

Processes and Systems

- Work with service areas to map processes and identify opportunities to improve client experience.
- Develop an outcome's framework and implement a consistent approach across the organisation for client feedback.
- Provide inhouse expertise for the Client Management System (CMS) (Actionstep) and escalate to vendor if required.
- Development of procedures and training for new CMS users.
- Oversight of phone tree and analysis of phone data.

Data & Analytics

- Identify data sources (both internal and external) and collect, compile, analyse, and interpret that data.
- Develop and maintain a reporting framework using Microsoft Power BI for data visualisation, creating dashboards and reports.
- Work with the Leadership Team to understand key advocacy initiatives and analyse data to support this work.
- Analyse data to find answers to specific questions and generate information and insights from data sets to identify trends and patterns.
- Source missing data, assess quality of data and clean data as required.
- Utilise applications including Microsoft Excel and Power BI for data manipulation, statistical analysis, and visual representation.
- Develop, implement and maintain any databases.
- Develop and implement data collection systems and other strategies to optimise data consistency and quality.
- Identify and suggest potential improvements in reporting processes, including automating tasks and functions where possible.
- Provide insights and suggestions to the organisation based on data analysis, promoting a data-driven and client-centric decision-making culture.

Team Responsibilities

- Implement Circle Green's policies and procedures and act in accordance with the
- organisation's mission and values.
- Participate in Circle Green's team meetings and planning and review activities.
- Carry out other duties, consistent with the role, as directed by the Corporate Services Manager.

Selection Criteria

<u>Credentials</u>

- Bachelor's degree in relevant field OR demonstratable proficiency in key requirements.

<u>Experience</u>

- Three years plus experience in a services-based industry in a similar role.
- A demonstrated commitment to human rights and social justice issues.

<u>Skills</u>

- Systems thinker.
- Change champion.
- Able to interpret and analysis complex data using Excel and Power BI.
- Persuasive written and verbal communication skills.
- Ability to work with minimal supervision and be an effective team member.
- Experience in developing stakeholder/client documents including Dashboards and Impact Statements.