



## Data Insights and Responsiveness Planning Lead

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.

### Role Purpose

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

Please click on the link at the bottom of the ad to view the full recruitment pack and information about the selection criteria.

### 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 Koori Mail”** in the email subject line.

**Applications close at 5:00 pm, Thursday 3 December 2020.**

*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.*

**CLICK TO VIEW THIS POSITION ON OUR WEBSITE AND TO DOWNLOAD THE RECRUITMENT PACK**