



**headspace**

National Youth Mental Health Foundation

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[headspace.org.au](http://headspace.org.au)

## Position Description

### Data & Reporting Analyst

**Location:** National Office - Melbourne

**Department:** Data & Reporting

**Level:** HS5

**Employment Type:** Maximum Term, Full time

**Approved By:** Anna Hall

**Date Approved:** \_\_\_\_\_

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

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#### 1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

#### 2. HEADSPACE MISSION

**headspace** collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

#### 3. HEADSPACE VALUES

At **headspace**, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all **headspace** employees are expected to undertake their work in accordance with the **headspace** values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally; to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services

#### 4. POSITION SUMMARY

The role is located within the Digital and Technology Services Division at **headspace** National, and will liaise with internal stakeholders including, but not limited to, the IT Department, the Executive team, Research and Evaluation, **headspace** Centre Services teams, **headspace**, Digital Work and Study, **headspace In Schools**. The role will also liaise with external stakeholders, including software providers, **headspace** centres, Lead Agencies and Primary Health Networks and government.

The role of Data & Reporting Analyst is to engage with key stakeholders to identify, analyse, build and deploy data and reporting solutions.

Responsibilities for this versatile role will include but are not limited to: addressing stakeholder data requests; gathering and defining data requirements; interpreting data, analysing results and providing ongoing reports; identifying, analysing and interpreting trends or patterns in complex data sets; and, defining new process improvement opportunities. Working within a dynamic group of mental health professionals, the role will support the successful implementation of the data and reporting projects within the agreed scope, timeframe and budget.

#### 5. POSITION CONTEXT

Reporting to the Engagement and Support lead and working within data & reporting team, this role acts as a business interface into the team. This role's primary responsibilities are to:

- Support the stakeholder engagement in defining and documenting data & reporting needs.
- Be a conduit between key stakeholders and the Data & Reporting team, supporting the solution design and delivery of data and analytics projects.
- Perform lead role in design and development of analytical reports.

The role entails extensive consultation with stakeholders to capture reporting and analysis requirements, ensuring high quality and value-add deliverables are provided to stakeholders, managing communications and change as new capabilities are released, and developing and monitoring of data compliance and quality.

#### 6. KEY RESPONSIBILITIES/OUTCOMES

- Manage data and reporting requests from various business stakeholders.
- Deliver data analytics and reporting services that provide additional value to **headspace** centres, Primary Health Networks (PHNs) and internal stakeholders.
- Consult with internal and external stakeholders to define user needs and requirements, to support the delivery of reporting, data visualisation and analysis services.
- Manage and support the development, troubleshooting and deployment of data capture, data models, reports and analytics.
- Leverage existing and new data sources and extract further value from **headspace** data.
- Produce creative data visualisations and intuitive graphical reports to present data in a way that is easily understood.
- Analyse and interpret trends or patterns in complex data sets and define new process improvement opportunities.
- Work closely with rest of the Data & Reporting team to support stakeholder buy-in, through developing and maintaining effective communication mechanisms and change management processes.
- Engage and liaise with external providers and developers as required.
- Support and collaborate with other divisions in the design, development and delivery of reporting and analysis solutions as required.
- Contribute to the continuous improvement of reporting and analysis services by leading projects, researching new and emerging methodologies, technologies, software and techniques.
- Other duties consistent with the position where required and/or requested.

## 7. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

### 7.1 Essential

- A tertiary qualification in Information Technology or related discipline and/or related industry experience.
- 2+ years' experience as a Data and Reporting Analyst in the end to end life cycle of business and data projects.
- Strong data analysis skills and awareness.
- Demonstrated experience using reporting tools like Tableau, Power BI, etc.
- Knowledge and understanding of data warehousing methodologies.
- Knowledge and experience using SQL/T-SQL for data analysis.
- The ability to translate abstract information into high quality business requirements.
- Ability to work independently and quickly learn new skills/systems.
- Ability to build and maintain strong relationships with internal and external stakeholders.
- Strong attention to detail and ability to interact with a diverse group, executives, managers and subject matter experts.
- High level of initiative with ability to deal with multiple projects simultaneously and with conflicting priorities.
- Demonstrated ability to write clearly and succinctly.

### 7.2 Desirable

- Experience in Health or similar industries.
- Experience working with data analytics tools e.g. R, Python, SPSS,
- Experience in Master and Reference data management and solutions.
- Experience in working with organisational Data Governance structures.

## 8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

