



Position Title:	Data Insights and Analytics Lead
Reporting to:	Supporter Engagement Director
Team/Department:	Data Insights and Analytics
Location:	Based in any Action Centre. The role may involve international/interstate/regional travel as required.
Hours:	75 hours per fortnight
Grade:	Level 9
Effective Date:	20/07/2021

Position Overview: Leading the Data Insights and Analytics Team, this key position has overall organisational responsibility for Amnesty's Data Vision and Strategy, governance, management, reporting, analytics and data processes and solutions. In this role, you will use your problem-solving skills and background in technology and data to help achieve Amnesty's vision—and the work you do will be transformational for stakeholders across the organisation.

You are a team leader, a strong project manager and a technical expert, with the ability to communicate well with Management teams, campaigners, fundraisers and data teams.

You'll lead teams to develop new data science solutions to solve complex challenges, upskill staff and set a culture of robust data insights and analysis and effective data processes to enable organisational strategies and operations. In this position you'll also be responsible for maintaining a real-time holistic view of the supporter and being a champion for data governance, system maintenance and hygiene practices across the organisation, ensuring all are effectively implemented and maintained.

Main Responsibilities:

- Leading the Data, Insights and Analytics (DIA) Team and working in close collaboration with the team leads across our Fundraising, Movement, Operations and Impact teams
- Creating and driving a new data strategy across Amnesty International Australia (AI Australia) and working with Amnesty's Management Team to achieve investment for enterprise data initiatives
- Developing close working relationships with key stakeholders across the organisation and maintaining clear and timely communication as relevant to the role, using a range of channels and technologies
- Implementing a stronger culture of effective and efficient project management, aligning team structure and resourcing with project needs to ensure work is always delivered on time and to a high quality
- Managing multiple projects simultaneously and working with teams to define



project specifications and requirements, leading a process of project validation and prioritisation

- Introducing new approaches, workflows and processes to better enable the DIA team to meet the requirements of the organisation and deliver more actionable insights while maintaining the right technical and data solutions. This will involve moving our data practice toward automation.
- Understanding stakeholder goals, and serving as the day-to-day guide leading a diverse team toward achieving those goals
- Assessing existing data systems, data imports and exports, and data usage, and making recommendations that align with the organisation's business goals and fundraising, organising and campaigning tactics
- Setting a vision for the smart use of data to improve outcomes for stakeholders across the organisation
- Overseeing data governance within the organisation and ensuring support for governance roles (Owners and Stewards) is provided
- Playing a strategic role in ensuring data is treated as an enterprise asset
- Responsible for providing expertise across data management capabilities, such as metadata and reference data management
- Performing assessments of data capability in the organisation and creating and advising actions to build skills
- Mentoring and managing DIA staff, coaching them on how to solve data and analytics challenges, fostering their growth and providing direction and feedback
- Performing the role to a high standard within agreed timelines, and in line with Amnesty International Australia's (AI Australia's) vision
- Other tasks within your skills and competence as required

Essential Qualifications, Skills and Experience:

- High level EI, communication and interpersonal skills and a strong collaborator and relationship builder
- A solutions focused strategic thinker with senior data and/or tech experience and direct experience working with CRM data and systems, Blackbaud experience preferred
- Experience leading and managing data and/or technology teams
- Data governance and data management
- Project management experience
- A background in programming, ideally with experience in R
- A passion and curiosity for leading change, including comfort with ambiguity, resisting the status quo, and a commitment to quality that ensures your team is always making progress
- Empathy and respect—you'll act as a role model and help set the standard for how to lead and work together
- Familiarity with human rights issues and social change methods and tactics, including experience of mass mobilisation, activism and organising techniques
- Demonstrated experience in or commitment to working with rights holders

Key Relationships

- Fundraising
- Impact
- Movement
- Operations



How we work:

In meeting the responsibilities set out in this Position Description, all AI Australia staff are expected to:

- Facilitate, empower and enable the active participation of rights holders
- Be a positive advocate for Amnesty and our work, demonstrating our values of Empowerment, Integrity, Persistence and Courage
- Demonstrate emotional intelligence and a commitment to excellence in your interactions with colleagues, supporters, stakeholders and members of the public
- Always act in the interest of members and supporters
- Work with and empower volunteers, activists and members
- Supporting the general on-site functioning of the Action Centres
- Implement the principles of Equal Employment Opportunity and actively contribute to growing a more diverse and inclusive Amnesty
- Understand your Work Health and Safety (WHS) responsibilities and ensure the health, safety and wellbeing of yourself and others at work
- Contribute to the quality and hygiene of organisational data and protect privacy
- Produce and deliver communications that are relevant to the role, using a variety of communications channels and technologies
- Develop understanding of human rights issues and social change methods and tactics, including experience of mass mobilisation, activism, organising, fundraising and campaigning techniques

About Amnesty International Australia

We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, using our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

We stand for equality, justice, freedom, and human dignity and uphold these values:

- **Empowerment** – we build people power
- **Persistence** – we are resolute in pursuit of our goals
- **Integrity** – we hold ourselves to the highest standards
- **Courage** – we are fearless in upholding human rights

Every day we move closer to a world where human rights are enjoyed by all.

Acceptance



Name: _____

Signature: _____

Date: _____

