

Position description

Title	Data Enablement Analyst
Reports to	Senior Manager, Data & Analytics
Classification & Salary	Permanent
Employment Status	Full Time
Work Location	La Trobe Street Head Office
Date	February 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023–2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

Role Purpose

The Data Enablement Analyst plays a critical role in ensuring the organization leverages its data effectively by making information accessible, accurate, and actionable. This position is responsible for overseeing the daily operational management, reliability, and ongoing improvement of GSANZ's reporting and analytics services. The primary focus of the role includes managing Power BI datasets, semantic models, workspaces, and reporting products and coordinating requests from services teams and users.

The Data Enablement Analyst is accountable for delivering reporting services that are consistent, secure, and aligned with established standards, service levels, and governance requirements. Serving as the main operational point of contact, the analyst manages reporting backlogs and stakeholder requests, coordinates dependencies, and works collaboratively with the Manager, Insights & Analytics, as well as the Data Engineering team. Through this collaboration, the Data Enablement Analyst ensures that all reporting solutions effectively meet the business needs and are fit for their intended purpose.

The Data Enablement Analyst plays a key role in facilitating a community of users, developing learning resources, focusing on continuous improvement and automation.

This role reports directly to the Senior Manager Data & Analytics and will work closely with peers, General Managers and Executives across the organisation

Key Responsibilities

Service Operations & Delivery

- Own the day-to-day operational delivery of Power BI reporting and analytics services, ensuring datasets, semantic models, reports, and dashboards are reliable, performant, secure, and fit for purpose.
- Act as the primary operational point of contact for reporting stakeholders, facilitating regular engagement to review reporting requests, understand usage, gather feedback, and agree priorities.
- Manage reporting backlogs, enhancements, defects, and minor projects, translating stakeholder needs into prioritised, actionable delivery plans aligned to agreed roadmaps.
- Maintain operational standards for the Power BI environment, including modelling practices, documentation, access controls, refresh reliability, and performance monitoring.
- Coordinate with Data Engineering to ensure upstream data assets support reporting requirements.
- Ensure reporting services are transitioned into business-as-usual support with appropriate documentation, testing, handover, and user enablement.
- Provide service configuration and customization for agreed improvements
- Project management for service enhancements
- Lead structured forums, check-ins, and service reviews with business users to assess how reports are working in practice and identify improvement opportunities.

Data and AI Enablement

- Manage trusted, well-documented, and accessible data services that enable teams to perform their own analysis confidently
- Participate and lead relevant automation and AI trials
- Partner with business units to help integrate data or AI services into their workflows
- Facilitate user onboarding, ongoing training, and support to increase adoption and responsible use of data services
- Identify and implement continual service improvements by assessing service performance, providing guidance on platform opportunities and gathering feedback from stakeholders

Reporting & Visualisation

- Utilise Power BI, SQL, other analytical tools to generate insights and support operational reporting, research, and the delivery of service level agreements, ensuring data-driven decision-making.
- Design and implement efficient data models within Power BI, ensuring optimal data relationships and performance. Utilize Power Query and write DAX (Data Analysis Expressions) to create calculated measures and columns, providing accurate and meaningful data for end-users.
- Data Integration: Integrate data from various sources, including databases, spreadsheets, and cloud services, ensuring data accuracy, consistency, and timeliness. Collaborate with data engineers to streamline ETL processes and ensure the availability of up-to-date data

Stakeholder Management & Engagement

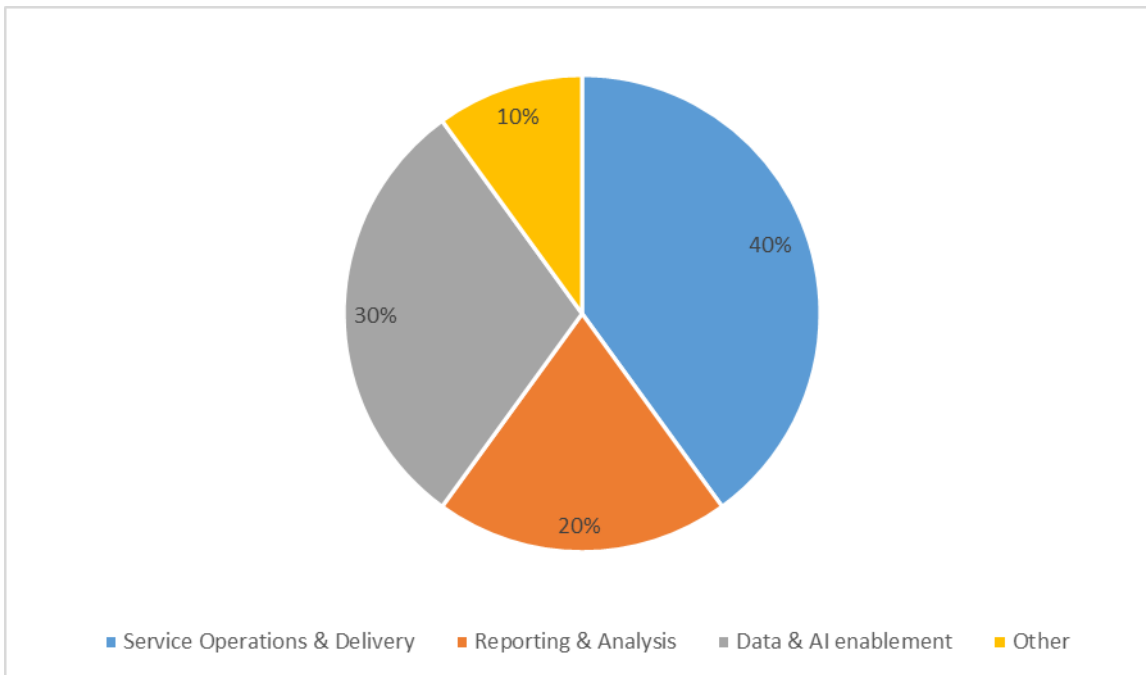
- Serve as the primary point of contact for data service stakeholders, including business users, customers, and vendors. Communicate service status, performance, and potential risks effectively.
- Facilitate regular stakeholder engagement sessions to communicate and prioritise roadmaps, backlogs, service status analysis and improvement opportunities

Vendor Management

- Work with third-party providers to ensure that their services align with the business needs and agreed service levels.

General Duties:

- Other duties as required and within the capability of the classification and the incumbent's skills and experience.
- Inter and intrastate travel may be required from time to time.



Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd’s strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd’s leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Degree level qualification in technology degree or other relevant tertiary qualification
- Minimum three (3) years experience in an equivalent role
- Minimum three (3) years working with Power BI or similar reporting and visualisation tooling
- Proven experience managing stakeholders including gathering requirements, creating and maintaining a backlog and delivery roadmaps

Desirable Skills, Qualifications and Attributes

- Knowledge of data integration, movement, pipeline management, warehouse and reporting
- Data related qualifications, such as data analytics, report development, engineering, or Azure Platform, Power Platform or Data Platform certifications
- Experience delivering data services
- Cross-organisational management & engagement
- Proven experience in IT service management or service delivery roles.
- Experience with ITIL framework or other service management methodologies and tools.

Key Selection Criteria

1. Degree qualified in Technology field or other related qualification.
2. Proven experience working with Power BI or equivalent to support business users
3. Analytical mindset with strong problem-solving skills
4. Excellent communication and interpersonal skills, with the ability to collaborate effectively with various stakeholders.
5. Strong negotiation skills, effective communication, and the ability to build and maintain positive relationships with various stakeholders to ensure successful management of priorities and outcomes.
6. Demonstrated experience in implementing automation that aligns clearly with business objectives and effectively improves end user experience.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check

- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This includes but is not limited to the COVID-19 vaccine/immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.