

POSITION TITLE:	Knowledge and Data Project Officer		
REPORTS TO:	Operations Manager		
POSITION CLASSIFICATION:	Full Time Fixed Term		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Carlton CMY Office Location	APPROVED BY:	Exec Manager People & Culture
SALARY:	SCHADS Level 5 plus: <ul style="list-style-type: none"> <li>• Access to salary packaging</li> <li>• Superannuation at 10.5% (beginning 1 July 2022)</li> <li>• Annual leave loading</li> <li>• Generous entitlements including cultural leave options and flexible work arrangements</li> </ul>	LAST UPDATED:	September 2022

### About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

### About the Program Area

CMY's People and Culture team provides Human Resources (HR), Operations, IT and Communications support to 150 staff across 10 sites dispersed throughout Victoria. The team ensures that the CMY operations are appropriately resourced, accountable and sustainable and can deliver the best services to our stakeholders.

The Knowledge and Data role will sit within the Operations unit and collaborate closely with internal stakeholders across the organisation as well as external consultants to take the organisation on an exciting data journey, as part of the ONE CMY approach. This new area will champion and promote a data culture of continuous improvement and learning organisation.

<b>POSITION SUMMARY:</b>
<p>Reporting to the Operations Manager, the Knowledge and Data Management Project Officer will take the lead in co-ordinating, developing and implementing a knowledge management framework across CMY to promote a continuous learning culture through effective and efficient knowledge creation, sharing and application.</p> <p>Role Scope</p> <ul style="list-style-type: none"> <li>• Co-ordinate, implement and embed a ONE CMY knowledge management framework including policies, processes, systems and programs to create a learning culture that promotes evaluation, continuous improvement, innovation and connectivity</li> <li>• Co-ordinate and streamline how CMY stores, manages and shares knowledge, data and documents</li> <li>• Consult and advise support services, programs and sites on effective and efficient automation of business operations</li> <li>• Co-ordinate and/or conduct the digital training for staff and volunteers</li> <li>• Co-ordinate and troubleshoot all database issues and enquiries at CMY</li> <li>• If required, up-skill in relevant software for knowledge project</li> </ul>

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- Escalate system issues to relevant support stakeholders and/or Operations Manager

#### JOB RESPONSIBILITIES:

### 1. Knowledge Management Strategy Development, Implementation and Monitoring

- Lead the development and implementation of CMY's Knowledge Management Strategy
- Advise management on the efficient and effective management of knowledge and maximising CMY's information systems.
- Ensure that the information needs of the organisation are systematically structured to enable timely reporting and management by all internal stakeholders in an effective and efficient manner
- Liaise with the Operations Manager and external consultants to determine a long term system solution for the organisation that includes internal system integration
- Become the knowledge management champion for CMY and work as a gatekeeper to ensure good document and version controls, workflows, storage and collaboration

### 2. Co-ordinate Innovation and Data Management

- Co-ordinate the organisation-wide data management needs
- Pro-actively work with all programs and sites across CMY to identify opportunities for integration and on boarding with software tools
- Create appropriate data and knowledge dashboards for effective reporting on strategic organisational performance, program evaluation data, research and advocacy data and skills audits and training needs for staff and volunteers
- Co-ordinate and troubleshoot all database issues and enquiries as a one stop shop
- Ensure compliance with appropriate standards including privacy and data protection
- Support the implementation and maintenance of CMY data collection systems that monitor and share data illustrating CMY's progress in achieving its strategic objectives
- Work with a range of functions across CMY, including evaluation functions, to support their data management needs by coordinating a data collection and management system/or infrastructure.
- Manage and enable champions in the organisation's data collection platforms for surveys and monitoring data, training users as required and assisting with survey design and the statistical analysis of results.

### 3. Lead Sharing, Reflection and Learning

- Co-ordinate and maintain knowledge systems, so that information and data tools are accessible to employees.
- Provide coaching to build collaborative environments, transforming CMY into rapid learning environments, developing agile and innovative ways of doing knowledge mapping and sharing learnings.
- Conduct Trainings, Refresher and induction training for staff and volunteers on knowledge management, digital connectivity, data protection and sharing.
- This position requires:
  - A genuine passion for knowledge and learning
  - Drive for Results: makes things happen, proactive and balance "analysis" with "doing"
  - Ability to coordinate effort to achieve results
  - Systems knowledge

- Logical thinking
- Organisational skills
- Highly developed interpersonal and relationship management skills with a focus on continuous improvement, process mapping, and problem solving

#### KEY SELECTION CRITERIA:

1. Experience in knowledge and data management, including CRM platforms
2. Experience working with data, with a preference for experience in data mapping from legacy systems to new CRM or equivalent platforms, including data extraction, cleansing and quality control
3. Strong communication skills with ability to work to deadlines and high attention to detail
4. Experience in agile project management skills
5. Ability to use Microsoft Office Suite, with a preference for advanced Microsoft Excel skills, coding languages and data management software, ideally CRM's

#### QUALIFICATION REQUIREMENT:

- Tertiary Qualifications in any of the following areas: Information Management, Knowledge Management, Information Technology, Software Engineering, data analytics, computer science, Mathematics or other related fields or relevant experience (2-5 years' experience)

#### ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;
- In the context of Occupational Health and Safety all employees 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 co-operating with any measures introduced in the workplace to improve OH&S;
- This role will be based out of the CMY Carlton office but travel to other CMY offices is may be required; and
- In line with CMY's COVIDSafe policy and practices, there is a requirement the successful applicant must provide evidence of receiving two doses of a TGA approved COVID-19 vaccine or exemption (if applicable), prior to commencement.

#### GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;
- Comply with the Employee Code of Conduct;
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY carry out all other duties as directed.

#### CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- **My Community**  
Young people are *connected, belong and contribute* to their families and the community.
- **My Journey**  
Young people are *empowered to access opportunities* and actively shape their own futures.
- **My Voice**  
Young people are *understood, accurately represented and influential*.

- **My CMY**

CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Executive/Senior .....  
Manager Name

Executive/Senior ..... Date ..... / ..... / .....  
Manager Signature

I have read, understood and accept the above position description:

Employee Name .....

Employee Signature ..... Date ..... / ..... / .....