Senior Digital and Data Consultant

Summary of Job Profile

Clear Horizon is a world class design, measurement and evaluation firm that works in Australia and internationally. For over 20 years we have been leaders in facilitating program evaluation, developing measurement, evaluation and learning (MEL) frameworks, and undertaking research, evaluation, co-design and strategy development. We are recognised as cutting-edge and innovative practitioners. We are a values-based company and make deliberate choices about who we work with to maintain our principles of social justice and environmental sustainability.

For the past two years, Clear Horizon has been developing our capacity to design and deliver our services on new digital formats. At the same time, we have been upskilling staff to be more digital literate so that they are able to make better use digital tools to improve their work.

This role will report to the Chief Digital Officer and is a core member of the digital and data team. It has key influence role in supporting Clear Horizon to become a future-ready digitally enabled consultancy, supported by excellent technology and processes.

The key responsibilities for this role include:

Product Development

- Input into the development and implementation of the Digital Product strategy/roadmap

- With support from the Chief Digital Officer, lead the development of innovative and commercial digital product/services/income streams including prototyping, development, user-testing, business case development, funding, incubation and transition into business as usual.

- Identify and develop strategic partnerships to further enhance Clear Horizons digital and data capabilities.

Customer experience

- Provide thought leadership and develop Clear Horizon's digital and data profile with external stakeholders.

- Provide technical expertise on Clear Horizon's digital MEL offerings including providing digital collection, storage and reporting solutions for our clients (Track2Change)

- Lead on innovative digital MEL project solutions for clients.

- Provide technical advice to our consulting team's evaluating digital products (web, social, mobile etc) developed by our clients.

- Achieve, in collaboration with the business group leads, the annual digital consulting financial targets.

Internal function

- Support the internal digital and data cultural change agenda across Clear Horizon.

- Support the internal workforce capacity in digital and data, including design-thinking, product development and agile program delivery.

- As Clear Horizon's nominated Data Protection Officer and Privacy Officer, responsible for the privacy compliance and the cybersecurity of Clear Horizon.

- Development and operation of Clear Horizon's Sharepoint.

- Provide input into internal data analytics reporting.

- Source or develop and implement internal digital solutions in collaboration with the Platforms team.

- Provide advice on internal systems such as Accello/LMS/CMS and others as required.

Team Leadership

- Manage and provide guidance and development to direct reports.

Selection criteria

Essential - General

- Tertiary qualification in IT or similar

- Experience in digital transformation strategy and execution in small to large scale organisations

- Demonstrated understanding and application of best practices in Business Intelligence including the development and management of data warehouses, ETL processes and reporting/analytical solutions using Business Intelligence tools.

- Experience in product development, human centred design and agile ways of working

- Experience in managing and leading teams, with demonstrated capacity to allocate work tasks and monitor the performance of highly technical team members.

- Experience in liaising and corresponding with stakeholders – including the ability to elicit and effectively respond to stakeholder business and reporting requirements in a complex data environment.

- Excellent computer skills including: database and operating systems experience; solid working knowledge of current Internet technologies and technically competent with various software programs including Microsoft SQL Server, PowerBI, SPSS or similar technologies

- Can adapt to shifting priorities, demands and timelines, with effective analytical and problem-solving capabilities.

- Strong written and oral communication skills and demonstrated ability to work effectively in a multi-disciplinary team environment; with good interpersonal skills.

Desirable:

- Experience in the Not for Profit and/or public health sector.

- Experience in NLP, machine learning or AI

- Experience with Cloud technologies, in particular Azure

Clear Horizon Values and Behaviours

- Our people are high performing, diverse, talented, supportive and inclusive.

- Ensure open lines of communication are maintained with all Clear Horizon colleagues

- Respect for our vision, mission and values

- Highest ethical standards and personal integrity

- Respect for confidentiality

- Strong work ethic

- Commitment to team-work and self, and the development of strong relationships with work colleagues

- Responsive to people's needs

- Good presentation skills

- Versatile with a 'can-do' attitude whilst performing multiple roles at the same time

Clear Horizon is a dynamic organisation with a family-friendly workplace that values work-life balance. Committed to conserving Australia's biodiversity and strengthening our local community we acknowledge the rights of Indigenous people within Australia and overseas, and work proactively for social justice and environmental sustainability.