Digital and Data Senior Consultant

Location Melbourne, office in Cremorne with flexible working arrangements

About Clear Horizon

Clear Horizon is a world-class evaluation and social impact measurement organisation that works domestically in Australia and internationally. For over 15 years we have been leaders in measurement, evaluation and learning (MEL), program evaluation, and social impact measurement. More recently we have incorporated digital and user-centred approaches into our ways of working. We increasingly work as developmental evaluators and leverage our strong roots in participatory and collaborative approaches. We aim to build capacity with our clients in all our work is enabled by our cutting-edge Academy.

Our mission is to power change makers to create a positive impact for people, place and planet. We are a women-led, for-purpose company and we make deliberate choices about who we work with to maintain our principles of social justice and environmental sustainability.

Summary of Job Profile

Clear Horizon has set a bold strategic goal to digitalise measurement, evaluation and learning processes and tools for our clients and partners. The measurement, evaluation and learning space is ripe for disruption and at Clear Horizon we believe digital provides the opportunity to vastly change the user experience of MEL inside organisations. We want to make MEL faster, easier, more accessible and ultimately more impactful. This role has the opportunity to shape this future in Clear Horizon and in the sector, reporting directly to the Chief Digital and Data Officer (CDDO) and as a core member of the digital and data team.

This role will be the key liaison with our Clear Horizon International team in supporting their clients with digital and data solutions for monitoring and evaluation projects. The Clear Horizon International team delivers Clear Horizon's core services to international development organisation and agencies. We are the largest provider of design, measurement and evaluation services to DFAT – covering around 80 DFAT-funded programs. We have a portfolio of long-term projects in South Asia, Southeast Asia and the Pacific. In addition to DFAT, our clients include MFAT, DFID, managing contractors, development banks, United Nations agencies, and a range of non-government organisations. Finally, we have established partnerships and associates around the region including with think tanks, research institutions, complementary advisor groups, local MEL providers and more.

The key responsibilities with this role include:

Product Development

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

- 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.

Clear Horizon

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.

- 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 data management and data analytics.

- Provide advice on internal digital solutions in collaboration with the Platforms team.

Team Leadership

- Manage and provide guidance and development to direct reports.

Selection Criteria

Essential - general

- At least 2 years' experience working in a consultancy role, including a demonstrated ability to write successful proposals and excellent reports.

Essential – job specific

- Experience in data wrangling, data management systems, data analytics.

- 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

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

- Understanding and willingness to develop Ux and UI development and liaising with technical developers.

- 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.

- 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 building M&E frameworks and systems in international development sectors.

- 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 the Not for Profit and/or International Development 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.

- We 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 and respect for confidentiality.

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

- 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.