



## **PREPARING YOUR JOB APPLICATION**

- To prepare your application please complete the following;
  - Review the mission and ministry distinctives outlined on page 2
  - Review the position description outlined on page 3 - 4
  - Develop a 1 – 2 page cover letter outlining;
    - Why you are interested in the role.
    - How you would fit with Compassion's organisational identity and culture and
    - How your skills and experience suit the role.
  - Develop a concise resume outlining your qualifications and employment history.
  - Respond to the screening questions the online application form

## **CONTACT US**

- If you have any questions regarding the role, please email [peopleandculture@compassion.com.au](mailto:peopleandculture@compassion.com.au)

## ESSENTIAL INFORMATION ABOUT COMPASSION

### MISSION

Compassion exists to release children from poverty in Jesus' name.

### DISTINCTIVES

**Christ-centred:** We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and non-coercive way.

**Child-focused:** Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.

**Church-based:** We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

### STATEMENT OF FAITH

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

**Section:** Brand Experience  
**Team:** Neighbour Insights

**Reports to:** Executive Director: Brand Experience

### Primary Purpose

In response to God's calling and in the power of the Holy Spirit, the Neighbour Insights Lead will develop and lead Compassion Australia's insights team. This role is a critical leadership position for Compassion Australia to pursue a bold strategy to catalyse exponential growth in the number of children and youth released from poverty. This growth hinges on Compassion Australia's ability to uncover, understand, and serve with excellence different and evolving needs across a variety of neighbour groups.

The Neighbour Insights Lead is responsible for the discovery and application of insights that will contribute to CAU's long-term strategy, brand building, and understanding of supporters, to anticipate future opportunities, improve marketing and fundraising performance, and guide innovation.

You will lead, coach, and guide a team of researchers and collaborate closely with a broad network of colleagues, including CAU's executive and Compassion International's Global Insights team

### Key Accountabilities

- Plays a leadership role in the organisation, advocating for ever-improving brand experiences to supporters, major givers, and church partners, influencing strategic direction.
- Leads Compassion's insights engine that provides an ongoing, contextual source of neighbour, market and ministry insight curated to inspire and catalyse transformational growth.
- Adds value to a range of fundraising and marketing priorities: a) Leads research to support innovation and the development of relevant, connected, life-changing experiences for neighbour groups (individual supporters, major givers, and church partners) b) Anticipates future growth opportunities by analysing Compassion's ecosystem and trend forecasting; and c) Creates systems to generate ongoing business intelligence from our supporters.
- Collaborates with content, UX and campaigns teams to advance the relevance and speed of actionable insight generation. Collaborates with data team to integrate insights around observed and reported behaviours. Collaborates with Global Insights team at Compassion International to align research efforts.
- Prepares and administers annual budget and departmental expenses, ensuring accountability for on-time completion of deliverables based on department objectives and supplier SLAs, ensuring compliance with regulatory and board policies. Determines technology and software partners for market research and analysis.
- Selects, manages, and develops staff, establishing goals and objectives, coaching and managing performance, including annual performance reviews; supports continuous learning and development that enhances individual performance and organisational capability.
- Provides high-level direction and leadership to a team of reporting researchers who manage research projects that process both qualitative and quantitative data and develop research reports and presentations tailored to audiences of managers and major stakeholders. Works through team members to provide direction to the process of managing project specifications, assignments, and deadlines to deliver quality outputs and maintain project timelines for multiple internal clients.

- Champions, through reporting researcher (Panel Manager), the importance of nurturing, building, and engaging the Compassion Collective research panel across the organisation.
- At a high level, forges partnerships with market research firm leaders to best serve internal clients. Works through reporting researchers to direct and oversee the determination regarding which research projects can be accomplished in-house and which projects are best conducted externally.
- Provides direction and leadership to reporting researchers to ensure that the Neighbour Insights team is equipped to expand and refine market-research expertise, through on-the-job learning opportunities, external training, and staying current with industry trends and developments.

#### Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- 5+ years focused experience designing and executing research studies that identify insights that are acted upon with proven business results. Includes managing people, overseeing large projects and goal setting.
- Bachelor's degree in related field (business, psychology, marketing, or similar).
- Strategic thinker and leader with a proven ability to guide and direct teams towards organisational goals and objectives.
- Exemplary qualitative and quantitative data analysis and project management skills.
- Exemplary written and verbal communication skills.
- Experience in assessing large volumes of data to inform trends and strategic direction.
- **Essential skills:** Leadership, strategic thinking, goal and agenda setting, project management, cross-departmental collaboration, flexibility and agility, and analytics.

**Communicates with influence:** *Communicates with others in a compelling way, that leads to action and outcomes, ensuring alignment with Compassion's ministry values*

Success looks like:

- Speaks in public in a compelling manner, with the ability to present content, facilitate training, and tell stories in an engaging way
- Inspires, influences and motivates others to action through impactful communication
- Develops and provides appropriate communication to diverse audiences, groups and stakeholders
- Leverages the right communication channel to communicate information in a timely way
- Ensures all communications reinforce our values and culture
- Communicates the rationale for decisions in a timely way

**Delivers on the strategy:** *Responsible for and committed to creating, leading and delivering strategic outcomes in accordance with the ministry strategy*

Success looks like:

- Creates and fosters strategic alignment at the team and individual level
- Encourages and models the practice of evaluation, celebrating wins and rapidly learning through failure
- Balances quality of essential servicing work with the ability to execute on strategic objectives
- Demonstrates adaptability and responsiveness to change in direction/strategy
- Translates high level strategic objectives into actionable team and individual objectives

**Demonstrates business acumen:** *Learns and applies business principles and practices to deliver value, innovate processes and achieve results.*

Success looks like:

- Understands and contributes to the finance and budget processes, maximising team efficiency and effectiveness
- Leads continual process innovation in response to internal requirements, external trends or industry disruption
- Leads the team through difficult changes in a way that represents ministry values
- Makes the right business calls, even when they are difficult
- Considers and monitors capacity of team in order to manage volume of work
- Seeks out information and analyses data to support decision-making
- Continually builds knowledge in breadth of critical business disciplines including marketing, digital technology, strategy, Risk, Finance and HR

**Develops effective relationships:** *Intentionally builds healthy and authentic relationships that reflect our values and support ministry outcomes*

Success looks like:

- Demonstrates genuine empathy, care and respect for all members of the ministry
- Engages appropriately in two-way conversations which increase clarity of purpose and build authentic, transparent relationships
- Seeks out and actions feedback from stakeholders in order to improve role and ministry effectiveness
- Sees Compassion as a system of relationships and connections, working across the ministry to connect with key internal and external stakeholders to deliver on outcomes
- Rapidly and effectively manages conflict within the workplace
- Promotes cohesion and good teamwork across team boundaries

**Leads high-performing teams:** *Leads high performing teams by coaching and mentoring team members, encouraging and challenging them to live out our ministry values and achieve results*

Success looks like:

- Leads in a servant-hearted manner that reflects and models our ministry values
- Mentors, equips and empowers team members to grow and develop, achieving increased performance
- Selects the right people for the right roles, discerning ministry and role fit
- Sets clear performance objectives, provides timely feedback and holds team accountable for outcomes
- Identifies the right people for succession and project opportunities
- Encourages diversity of thought and seeks out different perspectives when making important decisions
- Proactively addresses underperformance of team and/or individuals
- Manages conflict in a fair and constructive manner, seeking a 'win-win' outcome, wherever practicable
- Champions change and supports people to transition to new ways of working
- Involves team members in decisions that affect them
- Celebrates and recognises team members who achieve great outcomes and represent our ministry values
- Delegates decision making authority appropriately, empowering team members to achieve results