



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

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: Neighbour Insights Lead

Primary Purpose

In response to God's calling and in the power of the Holy Spirit, the Neighbour Insights team within Compassion Australia exists to:

- Understand new and existing supporters, and
- Communicate these findings in a way that matter to our neighbour groups so they feel known, loved, and connected.

The Research Coordinator is responsible for undertaking research, disseminating insights in an accessible way to the Compassion Australia team, and supporting the Neighbour Insights team to translate insights into actionable strategies for neighbour-centric service delivery.

Key Accountabilities

Insight gathering and project management:

Assisting with and managing qualitative and quantitative research projects in line with our strategic objectives. This includes:

- Analysis of existing organisational and external data, drawing insights on our neighbour groups (i.e. individual supporters, major givers, church partners) for internal clients.
- Supporting research team in project management of new primary research using quantitative and qualitative research methodologies to better understand these neighbour groups and build on previous knowledge. This includes:
 - Assisting in running surveys, interviews, focus groups and workshops
 - Analysing qualitative and quantitative data to identify the key stories and communicate insights in engaging ways.
 - Desk research including efficiently sourcing and synthesising existing information
 - Report writing, editing, and proofing, and
 - Translating insights into actionable strategies to be used across the organisation.

Application and dissemination of findings:

- Assist team in distillation and communication of insights so they can be easily accessed and actioned across the organisation (i.e. dashboards, infographics, videos, and presentations)
- Develop and maintain relationships with internal stakeholders in the coordination and implementation of research activities and projects.

Neighbour insights team support

- Be an engaged and active contributor in a highly collaborative team environment,
- Assist with analysis, writing, data-checking, editing, and proofing of team member projects,
- Develop engaging communications to our Voice of Supporter research panel (executed in partnership with Panel Manager)
- Administrative support to the Neighbour Insights team.

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

- Tertiary qualifications in related field such as marketing, communications, business, psychology, or similar
- Experience in analysing qualitative and quantitative research
- Excellent organisational skills to manage multiple tasks and competing priorities
- Ability to communicate complex information with clarity

- Self-motivated and take initiative when presented with challenges to solve
- Pride yourself on producing excellent work with impeccable attention to detail.
- Exemplary written and verbal communication skills
- Proven ability to influence cross-functional teams without formal authority
- Would suit entry-level researcher who is responsive, efficient, helpful, and driven to execute.
- **Essential skills:** Empathy and listening skills, collaboration and project management, flexibility and agility, strong communication and people skills.

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:

- Positively influences, motivates and negotiates with team members and external partners to achieve outcomes
- Communicates with humility, grace and authenticity
- Pursues healthy and courageous conversations with team members, even in difficult circumstances
- Demonstrates active listening, seeking to understand the perspectives of others
- Communicates concerns or frustrations in a constructive manner
- Engages with communications across the ministry to ensure up-to-date knowledge and alignment

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

Success looks like:

- Is reliable and consistent in delivering on key objectives and responsibilities
- Meets deadlines and targets to deliver work on time, with a high quality
- Takes time to understand the strategies prior to delivering the task
- Demonstrates accountability for achievement of individual results

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

Success looks like:

- Leads and manages projects and events in accordance with ministry methodology
- Understands our ministry context including our products, programs and supporter engagement
- Evaluates the success, value and effectiveness of projects and strategic initiatives
- Demonstrates awareness regarding external trends in discipline or industry, recognising how these may impact processes and functions
- Takes action to improve, innovate and transform processes
- Proactively responds and adapts to change, even when it's challenging
- Demonstrates digital knowledge and dexterity in order to engage with stakeholders

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

Success looks like:

- Pursues and achieves both effective working relationships as well as effective results and outcomes
- Demonstrates self-awareness and emotional intelligence that facilitates effective relationships
- Deepens relationships with internal and external partners through shared understanding and a posture of learning
- Readily receives feedback from both internal and external stakeholders, and actions accordingly
- Demonstrates empathy and care for others
- Puts Christ first in daily decision making

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

Success looks like:

- Recognises the importance and value of team work and actively participates in team projects
- Holds self and others accountable for performance and behaviours
- Actively seeks out feedback and coaching from others to improve performance and build team culture
- Collaborates with others within and outside of immediate team to achieve results