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| **POSITION:** | | | **Strategy Analyst (Project Based)** |
| **REPORTS TO:** | | | **Head of Strategy, Outcomes & Innovation** |
| **DATE UPDATED:** | | | **January 2025** |
| **ORGANISATIONAL ENVIRONMENT** | | | |
| MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.  With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.  Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way. | | | |
| **JOB CONTEXT** | | | |
| |  |  | | --- | --- | | |  | | --- | | The Strategy Analyst is a key member of the Strategy, Outcomes & Innovation Team that contributes to the development, implementation and monitoring of MCM’s strategy, outcomes framework and innovation process.  This team is responsible for collaborating with staff at all levels to develop, implement and monitor organizational strategy at all levels of MCM Group. The team also leads the further development and implementation of the MCM Outcomes Framework and the MCM Innovation Process and supports MCM Group when needed with business development activities.  The ideal candidate will have the acumen to handle complex situations and multiple responsibilities simultaneously mixing long term projects with the urgency of immediate priorities.  The Strategy Analyst must exhibit the skills to collaborate with and achieve actionable results through others, a willingness to stretch to learn new skills, the curiosity to try new things and fail multiple times before iterating to improve, the ability to build strong and sustainable relationships and the capability to interact with all levels of the organisation. | | | | | |
| **JOB PURPOSE** | | | |
| |  | | --- | | The Strategy Analyst reports to the Head of Strategy, Outcomes & Innovation and is part of a small, flexible and high capability team that is collectively responsible for leading the development and implementation of MCM Group’s strategies, outcomes framework and innovation process, and supporting MCM Group when needed with business development activities.  The role requires a comprehensive understanding of all MCM Group’s operations and exceptional influencing skills to support the organization to deliver on its strategic goals, outcomes framework, innovation process and business development activities. The role requires a willingness to stretch to learn new skills that the team requires.  The role routinely looks externally to the organisation to enable opportunity for organisational learning relative to the sector and market more broadly, locally and globally, to directly contribute to MCM’s strategic goals, particularly growth. | | | | |
| **JOB OBJECTIVES** | | | |
| **Duties of this role may include but are not limited to the following:**  **Strategy**   * Ensure MCM’s strategic goals are monitored regularly and robustly and conduct problem solving when needed to support strategic targets to be met. * Support the alignment of portfolio strategic plans, service developments and innovation with MCM strategic priorities. * Develop and implement reporting and analytical tools to support operational portfolios in achieving organisational strategy and goals. * Collaborate with Lived Experience to ensure their voice/analysis is part of reporting. * Conduct research and analysis on strategically aligned industries, markets, competitors and policies using data from internal and external sources. * Contribute to the development and implementation of strategies in MCM Group in collaboration with Boards and Executive Teams.   **Outcomes**   * Support teams across MCM to collect outcomes data and use that data to continuously improve their programs. * Collaborate with the MCM Advocacy Team to ensure collection of data and stories to influence systemic change. Ensure the MCM Impact Report (standalone or integrated with the Annual Report) is published each year, drawing on MCM’s outcomes data and client stories/lived experience. * Monitor and evaluate the MCM Outcomes Framework and conduct continuous improvement to ensure the process is delivering on its strategic aims and continues to be relevant and best practice.   **Innovation**   * Contribute to the development and implementation of the MCM Innovation Process. * Monitor and evaluate the MCM Innovation Process to ensure relevant and best practice.   **Business Development & Organisation-wide Initiatives**   * Monitor the progress of major initiatives toward meeting goals and achieving benchmarks, analysing data, ensuring follow-through on the part of key persons, and sustaining momentum needed to drive initiatives through to completion and embedded practice. * Conduct sector and market reviews, locally and globally, to enable benchmarking, readiness for new business * Review tenders/new opportunities and support development of responses.   **Other**   * Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service standards. * Perform other duties and responsibilities, as directed by the Head of Strategy, Outcomes & Innovation or delegate. | | | |
| **POSITION AUTHORITIES** | | | |
| Direct reports: Head of Strategy, Outcomes and Innovation | | | |
| **KEY RELATIONSHIPS** | | | |
| This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table: | | | |
| **Internal Relationships** | | • Head of Strategy, Outcomes & Innovation  • Strategy, Outcomes & Innovation Team  • Policy, Advocacy & Government Relations Team  • Senior Leaders Network  • Operational Teams | |
| **External Relationships** | | • Government officials  • Sector partners  • Research partners | |
| **KEY SELECTION CRITERIA** | | | |
| **Essential:**   * Outstanding strategic, conceptual, analytical and creative skills, demonstrated by the ability to understand and interpret the political and social environment, identify the relevant issues and opportunities and apply these in new solutions. * High-level interpersonal skills including communication, influence with a demonstrated ability to liaise and negotiate complex and sensitive issues effectively. * Superior written and verbal communication and presentation skills, including proficiency in report presentation and business case preparation. * Experience in community services organisations. * Skills in quantitative and qualitative data gathering and analysis, including summarizing data simply to provide readily actionable insights. * Ability to think innovatively to find new ways to address problems, and a willingness to teach innovation skills to others. * Computer literacy, including advanced proficiency in Powerpoint and Excel. Skills in using Power BI are also required, or a willingness to learn these skills. * Excellent team player. * Satisfactory completion of safety screening including a National Police check, International Police check (if required) a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia. | | | |
| **ORGANISATIONAL REQUIREMENTS AND COMMITMENTS** | | | |
| **Child Safety & Safety of Vulnerable People**  MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.  **Workplace Health & Safety:**  MCM’s strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and people who use our services and adheres to Occupational Health & Safety regulations as an employer.  As an employee, you also have Occupational Health & Safety responsibilities as follows:   * To comply with all MCM policies related to Occupational Health and Safety in the workplace. * Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and people who use our services who may be affected by your acts or omissions in the workplace.   **Operational Accountability:**  MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.  As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines. | | | |
| **COMPLIANCE** | | | |
| As an employee, you are expected to comply with the following:   * Comply with and actively support all position, division and organisational policies and procedures. * All employees are subject to MCM’s Employment Safety Screening Procedure. | | | |
| **LEADERSHIP CAPABILITY FRAMEWORK** | | | |
| In addition to the key selection criteria, applicants should be able to demonstrate the following attributes: | | | |
| | **KEY AREA** | **BEHAVIOURAL CAPABILITIES** | | --- | --- | | **PARTNERSHIPS** | **People at the Centre**  We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally. | | **PARTNERSHIPS** | **Influence & Persuasion**  Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with. | | **PARTNERSHIPS** | **Collaboration & Cooperation**  Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things. | | **PARTNERSHIPS** | **Credibility & Integrity**  Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader. | | **REPUTATION** | **Provable Results**  Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues. | | **PEOPLE** | **Resilience & Bounce Back**  Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments. | | **PEOPLE** | **Challenge & Change**  Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference. | | **PEOPLE** | **Safety First**  Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others. | | | | |
| **OUR VALUES** | | | |
| Employees are expected to commit to and demonstrate MCM’s values: | | | |
| Together | We are inclusive and accepting of difference.We work in highly effective teams and our people are connected across our organisation.We engage proactively with others to deliver outcomes. | | |
| Courageous | We speak up constructively in line with our convictions.We pursue our goals with determination.We are passionate about our advocacy role. | | |
| Curious | We are inquisitive and ask why.We challenge the status quo.We actively explore the alternatives. | | |
| Open | We are transparent and have genuine, honest interactions.We listen and hear people’s voices.We value and respect the autonomy of clients.We trust one another. | | |
| Accountable | We act safely in all our interactions.We manage within our financial and resource boundaries.We own our outcomes and decisions.We are proud of the work that we do. | | |