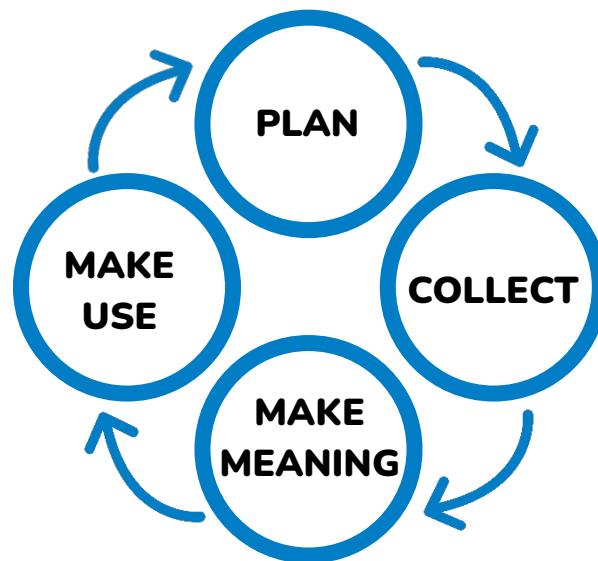




RESEARCH BUSINESS ANALYST (RBA) CORE FUNCTIONS: Each of the four RBAs specializes in one to two functions, while also making cross-functional contributions to all four areas.



PLAN: Community research and collaboration opportunities; strategic initiative planning and program design/evaluation; community indicators and mapping of well-being, needs, and resources; key literature and information sources by investment areas; community listening sessions and surveys; tracking impact on special populations across initiatives.

COLLECT: Ideation to define requirements, configure, and maintain user-friendly data collection systems that support data quality, integrity, transformation, access, and reporting; gather meaningful, actionable contract, initiative, operational, and community data.

MAKE MEANING: Development and maintenance of sound program evaluation designs and analysis plans; initiative-specific and cross-initiative data analyses that contribute to strategic planning and continuous learning and quality improvement; quantitative and qualitative methods; participatory input, interpretation, and context; program content field knowledge; data analysis strategies, tools, and resources with an equity focus.

MAKE USE: Enhance team's ability to communicate findings/results in an engaging and clear fashion to facilitate discussion and decision making through best practices in data visualization and advanced meeting facilitation strategies; approaches tailored to varied and specific audiences and purposes; products build capacity of data users and stakeholders—staff, service providers, board, and community; continuous learning and quality improvement action; support presentation of results at relevant conferences and community meetings.



Miami-Dade County, Florida

JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Research Business Analyst

Department: Research & Evaluation
Pay Grade: A7
FLSA Status: Exempt

JOB SUMMARY

The Research Business Analyst, working closely with the Director of Research and Evaluation and the Chief of Research, Evaluation and Strategic Planning, serves as a functional business lead in the team who is responsible for providing guidance that supports Research and Evaluation Analysts to more efficiently navigate technical and business process needs; planning and overseeing departmental and cross-departmental projects to ensure they are completed in a high-quality, timely fashion; and contributing to a culture of exceptional internal and external customer service from the research department.

The Research Business Analyst serves as a business process owner of the core functions of the Research and Evaluation team (i.e., strategic and program planning, data collection, analysis and dissemination), as well as possesses content area expertise in strategic investment areas. In this role, the Research Business Analyst is a leading resource within the department to plan, coordinate, monitor and provide ongoing support related to core functions and projects.

This position works under general supervision and support of the director of research. Work performance is reviewed through conferences, reports and observation of results achieved.

Supervisory Responsibilities

This position has no supervisory duties.

ESSENTIAL JOB FUNCTIONS

- Works together with the Director of Research and other Research Business Analysts to meet the organizational priorities set forth by executive leadership.
- Facilitates communication, coordination, collaboration, and decision making between Research and Evaluation staff and across departments as related to assigned core business responsibilities.

- Collaborates with key staff for project resourcing in specialty areas to develop work plans and determine the resources and timelines needed to reach objectives, providing leadership and oversight in an effective and efficient manner.
- Identifies creative and efficient ways to ensure the successful accomplishment of key business functions across the team.
- Supports onboarding and continuous staff development through training and consultation in core business function areas, assigned strategic investment areas and other assigned projects.
- Develops and maintains documented standard business processes and training resources in core functional areas.
- Serves as a primary departmental representative in assigned internal and cross-departmental projects.
- Oversees the development and release of solicitations for assigned strategic investment areas.
- Serves as a key resource for other team members on relevant internal systems and software that support the functions of the department, such as data collection, management, analysis, and dissemination, as well as project management tools.
- Owns and manages all project management boards related to assigned core business functions, while supporting the overall team's operations.
- Coordinates internal resources and consultants (if needed) for the successful execution of projects and accomplishment of results.
- Works closely with the Director of Research and Evaluation to analyze the successful completion of goals and identify areas for continuous learning and improvement.
- Leverages leadership and communication skills to influence others to successfully complete projects, while communicating timely with the Director of Research and Evaluation and executive leadership when challenges arise.
- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Master's degree in Psychology, Social Sciences, Education, Public Health, or related field; five (5) years of research, evaluation and planning experience related to programming for children and families, preferably related to Trust programming and systems and the Research and Evaluation Team's core functions; or equivalent combination of education and experience.

Licenses or Certifications:

Valid Florida driver's license and appropriate automobile insurance for travel to occasional off-site program observations and community meetings. Must be able to drive within Miami-Dade County.

Knowledge, Skills, and Abilities:

- Knowledge and background in children's programs and services.
- Knowledge of procurement processes for competitively solicited programming.

- Knowledge and background in program design and evaluation, continuous quality improvement, quantitative and qualitative research methods, parametric and non-parametric statistics.
- Knowledge of how to access publicly available secondary community data sources relevant to Trust program investments.
- Knowledge and skills in using Microsoft Word, Excel, PowerPoint, Teams, Outlook, and other job-related computer programs and software applications, including database, business intelligence and statistical programs (such as Power BI, Trust Central, statistical analysis programs/R, etc.).
- Knowledge of database management, basic HTML coding and technical skills to guide testing and configuration of data information reporting systems.
- Knowledge and skills in development and management of large, complex datasets, including quality assurance, data cleaning and statistical analysis.
- Strong analytical/critical thinking skills and content area knowledge related to funded program areas of The Children's Trust.
- Skill designing and producing effective data visualizations utilizing Power BI, Excel, PowerPoint, mapping software, infographic, and other related applications.
- Ability to establish and maintain collaborative working relationships with managers, service providers, other employees, and the general public.
- Strong interpersonal skills that support effective oral and written communication, teamwork and proactive problem-solving.
- Understanding of the dynamics of large, diverse urban communities with high levels of immigration, such as Miami-Dade County, with demonstrated cultural competence skills.
- Large and small group facilitation skills.
- Ability to effectively communicate results verbally and in writing to audiences of various levels and backgrounds, including formal presentations and clearly designed reports.
- Skill in prioritizing and organizing work and in project management, with the ability to complete projects according to outlined scope, budget, and timeline.
- Ability to work effectively on several projects simultaneously in a fast-paced work environment, and to accomplish to work independently with minimal supervision.

WORKING CONDITIONS

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this position. During daily work, the incumbent alternates physical activities such as sitting and walking. Extensive use of computers (monitors and keyboards) for extended periods of time and consistent, repetitive hand motion use of computer keyboard is essential to the position. Specific vision abilities required by this position include close vision, distance vision, depth perception and the ability to focus. May be required to lift items of moderate weight up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The workplace is a comfort-controlled office environment. The noise level in the work environment is usually moderate. When outside the office of the work environment, the employee is occasionally exposed to outside weather conditions.

This position allows us to use The Children’s Trust’s hybrid schedule that allows employees to work both remotely and from the Miami office 2-3 days per week.

The Children’s Trust of Miami-Dade County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

The Children’s Trust of Miami-Dade County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The Children’s Trust’s policy is to employ qualified persons without discrimination on the basis of any protected characteristic, including race, color, religion, national origin, citizenship, sex, political affiliation, veteran’s status, age, genetic information, sexual orientation, gender identity, to include transgender status, disability or status in any other group protected by federal/state/local law.