



Intern Opportunity

Position Title	Business Data Analysis Intern
Business Unit	Kit Servicing Operations
Reports To	Kit Servicing Senior Team Leader
Engagement	200 Hours, 2 x days per week or similar
Location	Based in office – 601 Blackburn Road, Mt Waverly

About St John Ambulance (VIC)

St John Ambulance Victoria has been a trusted and reassuring presence in the Victorian community for more than 139 years.

As a charitable organisation we operate on a social enterprise model delivering commercial services including a non-emergency patient transport service, advanced first aid training, a range of first aid products and PPE as well as delivering services at major event across Victoria.

Revenue raised through the delivery of these services then funds our community-based activities including our first aid in schools in schools' programs, defib in your street and youth and volunteer development programs.

At St John we offer careers in operational roles including patient transport, Warehouse and Logistics, Training Delivery, Product, Sales as well as corporate careers including finance, People and Culture, Marketing, and administration.

Underpinning our employee value proposition is our commitment to creating a (Safe place) for employees, volunteers, and interns to grow and prosper.

Project Overview

With a large influx of enquiries into the Kit Servicing Department, we intend to review and streamline our management and reporting processes.

This will entail analysing data extracted from Salesforce and Power BI, focusing on the volumes of calls, emails, and enquiries that the team receive on a daily basis. The objectives of the task are as follows:

- Discover patterns to optimize operations through digital solutions. For example, what tools to utilise to maximise productivity during peak periods throughout the day/week.
- Establish consistent communication channels for customers across the Kit Servicing Team via our Salesforce system. For example, by reinforcing standard email templates etc.

- Create process maps for operational processes within the Kit Servicing Team
- Provide Ad-hoc customer reports.
- Assist with setting effective reporting processes for monthly scheduled reports.

Key Learning Outcomes

- Data Analysis & Project Management
- Operational Optimization
- Report writing and Presentation Skills
- Ability to navigate complex organisations cross functionally
- Working Knowledge of Salesforce, SAP, Power Bi

Qualifications, Memberships, Licenses & Subject Information

Essential Criteria

- Qualify for La Trobe University Industry Placement Program
- Complete a Working with Children Check.
- Complete a Police Record Check.
- Eye for detail
- Curiosity and ability to conduct research

Desirable Criteria

- Studying a tertiary qualification in a related field: Business, Data Analysis, Business Management
- Ability to work from the St John Ambulance (VIC) head office in Mount Waverley

The placement elective for this opportunity is the [Industry Placement Minor \(LTU2PP1, LTU2PP2, LTU3PP3, LTU3PP4\)](#).

- You must have completed at least 120 cp of your degree.
- You must be eligible for the Industry Placement Minor and have up to 4 electives available in your course plan.
- Placement dates should align to terms enrolment in subjects.
- Please see the [La Trobe Academic calendar](#) for Terms dates of the Industry Placement Minor.
- Placement start date is Term 3 – 24 April 2023
- Total Placement hours are 200 hours over 2 La Trobe Terms, Term 3 & 4.

To Apply - Please read carefully

1. Please provide a **cover letter** expressing your interest, and a **resume** using the online form found here - [APPLY HERE](#).
2. **Your cover letter:** In 250-300 words, explain why you would like to undertake placement at this organisation. Think about your future aspirations and career, and highlight in your own words the relevant skills, knowledge, attributes and experience you may bring to the organisation and the project.
3. When **submitting your application online (link above)**, under placement details select "University Sourced Opportunity".
 - The next question will prompt you to identify the name of University sourced placement being applying for, please type the organisation and Position Title you are applying for.

- The next question will prompt you to upload your cover-letter expressing your interest, and a resume.

Once you have submitted your application, you will receive an acknowledgement email from the Industry Placement team advising your application will be reviewed by the University. St John staff will undertake interviewing and final selection of candidates.

Application Deadline: 5pm 22 March 2023

For help with your CV, go to [Career Ready Online](#) where you can use the CV Builder and have your CV reviewed with CV360. Also make the most of the resources on **Career Hub**, in particular, [Resume Essentials](#).

Please submit any questions about this opportunity through the [Work Based Learning Placements Student Enquiry form](#)

Our commitment to Diversity

St John is committed to fostering an inclusive and equitable work environment for all our people. We encourage an environment where people feel respected, safe and valued for who they are and the contribution they make to the organisation and the community. We welcome and encourage applications from people across our diverse community, especially from Aboriginal, Torres Strait Islander and Culturally and Linguistically Diverse (CALD) applicants.

Our commitment to Child Safety

As an organisation that regularly works with children, we at St John believe that all children have the right to be emotionally and physically safe at all times, and to be treated with dignity and respect, free from emotional, psychological and physical danger, abuse and neglect. St John is committed to identifying, mitigating and managing risk to children through a preventative and risk management approach.

