

## Who We Are

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult healthcare services and research for all people living in British Columbia. VGH & UBC Hospital Foundation is the leading charity investing in healthcare innovation in British Columbia and partners with donors to raise essential funds for Vancouver Coastal Health, supporting VGH, UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute, and Community Health Services.

The Analytics & Research (A&R) team provides senior management and fundraising staff with tools, education, and information and analysis to support high quality decision-making and enable management action.

The Analytics team within A&R is responsible for growing and solidifying the role/use of data in achieving the Foundation's strategic plan goals, and defining and driving an analytics vision through:

- Promoting data-driven data culture
- Developing and executing a learning and development program to Foundation staff to enable the use of data
- Leading the development of governance processes to enable the use of data, as well as implementation of tools and technologies related to reporting and analytics
- Planning and executing reporting and analysis projects.

The Foundation's current technology landscape as it relates to business intelligence and analytics includes Salesforce, CRM Analytics, Tableau, and the data warehouse.

The Research team within A&R is responsible for planning and delivery of prospect research activities to identify, assess and qualify, by research, prospective donors and other supporters to support strategic goals of the Foundation, in alignment with the Foundation's fundraising priorities, as well as providing accurate and salient information on the market and current and prospective donors and supporters through research profiles, ad hoc research reports, risk assessments, pipelines, media monitoring and information to support moves management.

## About This Role

The Reporting & Analytics Officer develops and implements activities to improve and sustain reporting and analytics capabilities, with a focus on using Salesforce reporting and analytics functionalities.

The officer is responsible for:

- Developing and implementing activities related to user enablement for reporting and analytics tools
- Serving as a subject matter expert and advising Foundation staff on reporting and analytics tools used at the Foundation, including SF reports, Apsona and CRM Analytics
- Designing and delivering reporting and analysis projects of small to medium scope that address business needs

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### Key Responsibilities

- Using industry best practices for analysis and data visualization, carries out research and develops processes, standards and procedures related to reporting and analytics (e.g. governance processes to enable self-service analytics)
- Develops, maintains and promotes support resources, such as training materials, reference materials and templates
- Develops and implements processes and procedures to enable and promote self-service analytics
- Develops activities and structures to connect users of reporting and enable them to share experience
- Promotes the use of and application of best practices on analysis and data visualization
- Implements activities of moderate risk such as designing and delivering reporting and analysis projects.
- Works with business teams to understand their business requirements as it relates to reporting and analysis, analyzes the requirements and develops solutions, in the form of reporting and analysis projects, that address the specified business needs

### What You Offer

- Ability to work with and manipulate data, and to synthesize information and create systems and reports that are effective and easily understood by staff
- Show attention to detail and keep accurate records
- Effective verbal and written communication skills
- Strong customer service skills, including timeliness, active listening, attentiveness, empathy, responsiveness
- Able to think through problems critically and logically
- Demonstrated ability to prioritize and resolve problems – both technical and customer-service related
- Highly developed organizational skills. Ability to organize workflow to accomplish multiple, changing priorities within tight timeframes; ability to tap into available resources
- Ability to work independently and to function as a team member
- Proficient in use of Microsoft Office. Experience using a complex database.
- Experience using Salesforce is an asset

### What We Offer

The successful candidate can expect a starting salary between **\$72,430** and **\$82,307**, depending on factors such as skills, experience, and internal equity. Once hired, salary is reviewed annually and successful employees have the opportunity for their salary to increase over time up to the maximum of the pay band, currently **\$93,007**.

Additional variable pay (merit/bonus), defined benefit pension plan, extended health and dental benefits for you and your partner/children, flexible working arrangements, four weeks' paid vacation,



## Reporting & Analytics Officer

VGH & UBC Hospital Foundation

Full Time – Permanent

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investment in professional development and subsidized access to transit, fitness, cycling and parking facilities all contribute to a top-notch total rewards package.

### To Apply

Please send your application to Human Resources via email at [careers@vghfoundation.ca](mailto:careers@vghfoundation.ca) by **Sunday August 24, 2025**.

*We welcome applications from anyone who is eligible to work in BC and fully vaccinated against COVID-19. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.*