

Position Description



Position title	Business Systems Analyst
Service Area	Organisation Solutions
Reports to	Principal Practice Lead – Organisation Solutions
Date prepared/reviewed	October 2021
Location	ICH
Position Details	Full Time, Permanent

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

This role will be responsible for the analysis of existing processes and implementation of improved business processes, along with the preparation and delivery of training materials.

This role will also manage continuous improvement initiatives across service delivery activities with a specific focus on client database systems and associated processes and procedures.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- To identify and deliver service improvement activities across the business through employing process improvement methodologies and the application of innovative thinking
- Work with key business stakeholders to build a continuous improvement environment to support an ongoing program of change
- Lead and facilitate process improvement workshops to drive ideas and solutions
- Adopt appropriate analytical tools and techniques to develop business and process analysis artefacts
- Identify trends and process variations as part of establishing a continuous improvement monitoring system
- Elicit requirements and drive process change using staff interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, business analysis and workflow analysis
- Work with other team members and business services departments to devise new support material based on the revised processes, to include training, reporting and systems enhancements
- Drafting instructional manuals, onboarding materials, and other relevant training documentation as related to client database systems
- Organise and deliver systems based training to Uniting WA staff as required
- Complete post implementation reviews to ensure successful delivery has been achieved and to ensure that improvements can be made for future projects

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Technically-focused - Understanding of continuous improvement concepts and have the ability to set-up, facilitate and lead service improvement activities
- Innovative - Deliver hands-on implementation with the ability to consistently identify continuous improvement activities
- Communicator – Have excellent verbal and written communication skills and the ability to interact professionally with a diverse group of Partners, senior managers, and subject matter experts
- Change Champion – Be able to navigate complex change initiatives and provide change leadership
- Professionalism - Strong analytical and project management skills, including a thorough understanding of how to interpret business needs and translate them into operational requirements
- Results Orientated – Have the ability to deliver fit-for-purpose results in a quick timeframe to meet user and business requirements.

- Team Player – Be an effective part of the Organisation Solutions team by demonstrating professionalism, providing and receiving constructive feedback and working with a collective sense of purpose.

Qualifications

Education, experience and technical skills required for this position.

- Minimum 3 years continuous improvement/analytical experience in a similar role
- Significant experience in business analytical techniques
- Strong stakeholder management skills
- Strong execution competency
- Experience working as part of a project
- Experience and understanding of the NFP/ Community Services Sector (desirable)
- Relevant BA qualification is desirable (IIBA, Australian certified Business Analytics training)
- National Police Clearance (no more than 6 months old).
- Knowledge of core BA practices, such as BABOK (desirable)