

ROLE PURPOSE



Role Title: Business Analyst

Division: Business Operations

Location: Sydney/Melbourne

Date: September 2024

Employment type: Full time, Fixed Term 12 months

Reports to: Head of Process and Change

Number of direct reports: Nil

Leadership Band: Leads Self

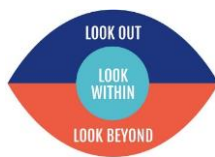
Purpose of the role:

The Business Analyst will identify business areas that can be improved to increase efficiency and strengthen business processes. They will also support the systematic efforts to identify and document business processes across The Fred Hollows Foundation. They will lead efforts to effectively conduct process reviews with multiple key stakeholders and aim to redesign procedures utilizing digital and non-digital solutions with a focus on simplification and automation. The Business Analyst will also support project management actions.

Key Responsibilities:

- Utilize business analysis techniques and tools to document pain points and identify opportunities across organizational wide processes.
- Analyze and critically evaluate current state processes and re-design its future (desired) state to be more efficient, meeting operational outcomes.
- Collaborate and develop excellent professional relationships with cross divisional and global stakeholders to identify opportunities for process improvement and workflow efficiencies, including implementation of digital solutions.
- Design, deliver and facilitate workshops/meetings with a variety of stakeholders (end user to Senior Management)
- Explain technical concepts to non-technical users by acting as a business translator between customers, technology teams and internal teams.
- Work closely with IT technical/development teams or vendors to ensure that captured business requirements are effectively translated into the functional requirements and solution designs.
- Defining user stories, acceptance criteria and test cases for processes that require software solutions.
- Support and strongly incorporate concepts of change management and organizational design (theory and practice) into engagements with the business and project stakeholders.
- Lead and support small project management initiatives specifically - define project scope, goals, and deliverable; create schedules and project timelines; support and track deliverables.
- Support necessary tasks such data cleansing, testing, development of user guides, creating user guides and running training sessions for projects and systems under implementation
- Monitor and report on project progress regularly and present to stakeholders reports on progress as well as problems and solutions.
- Create solution mock-ups for proposed system changes and design.
- Support in managing project budgets and project team committee meetings.
- Support and practice project management techniques as part of project teams or leading small project initiatives
- Ability to focus on the details while maintaining an understanding of the big picture.
- Other tasks as requested by the manager.

Our Capabilities:



As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Essential Experience:

- Extensive experience in business analysis techniques and tools
- Advanced use of Microsoft Suite (Teams, Dynamics and Visio is a must), Atlassian Jira, PowerApps and financial systems exposure.
- Strong experience with business requirements, system selection and solution design.
- Strong communicator with good business acumen and presentation skills
- Proven experience working an agile environment as part of a multi-disciplined team and can self-lead and manage time effectively.
- Well-developed problem-solving skills and can apply sound judgment when proposing solutions.
- Demonstrated capacity to work effectively in cross cultural/ mixed language environments.
- Familiarity with concepts of change management and end user experience.
- Experience writing practical communications, user guides and instructions to support process and system changes.

- Passionate about improving processes, implementing new technology and leveraging digital applications.

Skills:

- Excellent communication skills, including fluency in written and spoken English.
- Highly developed analytical, conceptual problem-solving skills
- Computer literate and extensive experience with Microsoft applications e.g., Outlook, Word, Excel, Planner, Visio, Dynamics, Power BI and financial systems
- Extensive documentation skills with high attention to detail.
- Excellent interpersonal skills and ability to influence, negotiate and build productive relationships with internal and external stakeholders.
- Succinct planning, Organisational and time management skills.
- Self-motivated, can work with minimal supervision and maintain performance under pressure.
- The ability to work constructively within a team environment.
- Experience in mentoring and coaching teams at different levels.

Desirable Experience:

- Prior experience with large system selection, design and implementation in either Finance (ERP) or marketing/customer (CRM) or similar.
- Formal organizational change (PROSCI, CCMP etc.)
- Process design and optimization (Lean, Kaizen etc.)
- Good experience with project management approaches, tools and phases of the project lifecycle
- Worked with software development teams to articulate functional requirements.
- Requirement life cycle management via tools like Atlassian JIRA in an agile manner
- Exposure and/or development of education and training campaigns for systems, data and process
- Excellent system and process knowledge to ensure alignment between system, process, and people within the desired to-be organizational design state.

Qualifications:

Bachelor’s Degree in Project Management/Organisational development; certification in business analysis (CBAP) as well as green belt in Lean Six Sigma.

Desirable qualifications in PROSCI, MBA and black belt in Lean Six Sigma will be an added advantage.

Travel:

Occasional international and domestic travel required

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

The position involves:

This position is recognised as having “Contact with Children” either direct or indirect.

This position does not involve “Working with Children” either direct or indirect.

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

To work in The Foundation, you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children