

What you do matters.



Senior Business Analyst

Position Description

EMPLOYMENT TYPE	Full Time
CONDITIONS	Fixed term 12 months
TEAM	Information Technology - Application and Development Services
REPORTING RELATIONSHIPS	Reports to: Project Lead Direct Reports: None

Our Vision

Through the Benetas Commitment, we help deliver a positive, fulfilling experience of ageing where everyone has the opportunity to age well in communities of choice and support.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career. Benetas is a recognised leader in Gender Equality.

With an ambitious **Next Generation Strategy**, enabled digitally by the **IT Strategy**, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

This role within Applications and Development Services comprises of a typical Senior Business Analyst for detailed assessment and understanding of the objectives of business services and functions, requirement solicitation, current - future state gap analysis, requirements and process mapping/design, user workshops, solution co design, quality management, business process optimization and data systems / process automation. The focus is to understand current state and define iteratively improving “future states”.

In Benetas, this would be to facilitate, using generally a hybrid of the available COTS (Complete off the Shelf Systems), Integration/ETL and bespoke digital solutions of this function, to develop optimized business service, data and process automation digital ecosystem for Benetas Consumers and Employees.

Role seniority, responsibilities and technical depth expected will be dependent on experience and professional accreditations, hence compensated accordingly.

Position Specific Responsibilities

Key Result Areas	Key accountabilities	Success Indicators
Business Analysis functions	<ul style="list-style-type: none"> Requirements solicitation, business process design, functional specification Business Process Re Engineering / Optimization/Automation Bespoke service design and application design Fit for purpose capture and methods for data and workflow items (eg ER models, Data Flow diagrams) Relevant use of UML and/or RUP process models in analyzing and designing services Technical and User documentation (as relevant) Testing, transition Train the Trainer A strong understanding and application of cost/benefit analysis in current to future state development 	Business services and subsequent requirements are transformed into automated solutions (business process solicitation, mapping, digitization and delivery ROI optimization). Digital and data processing automation supports the humans to do their work.
Projects	<ul style="list-style-type: none"> Be a proactive member of designated projects. Some working ability to run small projects in waterfall or agile 	Active participation in assigned projects Delivery of project objectives Control of IT Governance through relevant processes and RACI (As defined in the IT Strategy)
Systems Analyst functions	<ul style="list-style-type: none"> Understanding of Benetas data and digital ecosystem (applications architecture mapping) Correlation and translation of Business Services and Functions to the digital environment (Actor to Systems Data and process mapping) Business Process Engineering, Re Engineering, Rationalization, Automation Digital Solution Design and Architecture 	The availed selection of COTS, Middleware and Bespoke services provide digital business services at an evidence based optimized level of performance, consumer and user efficacy and ROI (Return on Investment)

Selection Criteria

Qualifications	
<ul style="list-style-type: none"> • Relevant Tertiary qualification required • Relevant professional certifications 	
Essential Skills and Experience	Personal Attributes
<ul style="list-style-type: none"> • Extremely strong ability to deep dive into business operations, understand and map them, determine how to deliver enabling technology to enable, accelerate and improve service outcomes (cost, quality, efficiency, regulatory etc) • Demonstrated experience in similar role, ideally working with a combination of COTS, Bespoke, Integration solutions • Working knowledge of SQL • Experience in the role of Business Analyst commensurate with assignment complexity and compensation • Business process rationalization, mapping and automation engineering • Working with Solutions Architect for Synthesis of the above into Solution Architecture across a range of COTS, bespoke and middle systems in the Benetas service ecosystem • Demonstrated ability to specify configuration of API's and integration technology to facilitate cross application data transport highly desirable (training available through in house team) (to assign to integration developers) • Highly proficient at producing relevant documentation and project activities including Benefits Realization testing, Post Implementation reviews. 	<ul style="list-style-type: none"> • Exemplary organisational skills, attention to detail and the ability to manage competing tasks • As a senior BA, mentorship and leading by example are typical traits of success. • High degree of critical thinking and analytical skills • Flexible and adaptable in a dynamic working environment • Strong interpersonal and problem solving skills • Ability to work closely and collaboratively with their key stakeholders to bring value-add outputs to the business • Ability to anticipate requirements using initiative • Excellent interpersonal, written, and verbal communication skills including document presentation • Friendly, positive and naturally able to build relationships.
Desirable experience	
<ul style="list-style-type: none"> • Organizations with a technology service offering that includes substantial COTS, bespoke and interfacing (integration) middleware • Business process mapping, gap analysis, cost/benefits assessment • Strong service design, optimization and control experience • Strong business process transformational/improvement experience • Experience specifying integration requirements for developers to build • Knowledge of API's, understanding of associated technologies highly desirable • Back office systems & typical integrations (specification) 	

Core Behaviours Applicable to All Employees

Key Result Areas	Key Tasks/ Behaviours
Living our values in the way we behave and interact with others	<p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p>
Leadership and Team	<ul style="list-style-type: none"> Leads by example Maintains a positive approach that promotes confidence in those around them Is open to feedback Achieves agreed work goals Builds and maintains effective relationships with clients, families and colleagues
Health, Safety and Environment	<ul style="list-style-type: none"> Displays responsibility for self, team and environment Demonstrates positive approach to own safety and safety of others Achieves agreed work goals relevant to health, safety and environment
Continual Improvement: Quality and Sustainability	<ul style="list-style-type: none"> Responds to the needs of customers and the changing environment in which our services operates Takes initiative in making improvements to work processes Actively seeks new ideas and improvement Demonstrate evidence of continual improvement activities Strives for best practice Embraces and adapts to change
Professional and personal development	<ul style="list-style-type: none"> Takes responsibility for driving own professional development, expertise and personal development Completes all relevant on and off-the-job learning experiences

Evidence of the right to work in Australia

All Benetas team members must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Police check

All Benetas appointments are subject to a satisfactory police check, and a statutory declaration for those people who have lived overseas over the age of 16 for more than 12months.

Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in place of the Police Check requirements.