POSITION DESCRIPTION

Business Analyst – Process Improvement

Position Level | 8
Faculty/Division | Division of Operations
Position Number | ADMIN ONLY
Original document creation | March 2022

Position Summary

The Business Analyst - Process Improvement is accountable for helping to identify, map, document, design & develop process improvement solutions to transform & streamline the Finance Department with initiatives that include automation, digitisation of workflow approvals, better business insights through data analytics, reporting and dashboards.

The role reports to the Director of Operational Finance and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Partner with colleagues and customers to investigate, evaluate and document their process pain points and opportunities into business requirements.
- Design, plan and recommend appropriate process adjustments & digital solution options to support the ongoing improvement of business outcomes (e.g. efficiency/ cost/ business insights) using a range of platforms including Robotic Process Automation, workflow approval forms, optical character recognition and e-signature solutions, while also customising, updating & maintaining digital tools & programs where required
- Work collaboratively with the Project Ignite Program Manager, Head of Finance Systems, Project Manager(s), Business Analyst(s) & other project team members to support projects through prioritised solution implementation (including managing project plans, scope, impact assessments, risk analysis, facilitate user acceptance testing and co-ordinating with stakeholders)
• Conduct training for process owners, producing/updating training (e.g., cheat sheets, webinars) & support documentation to enable the successful operation and support of automation capabilities when they go live

• Draft and create communications of changes, recommendations, and procedures to business teams.

• Design, develop and operate reports/data visualisation to support informed decision making and tracking of benefits realisation for solutions delivered into BAU (Business as Usual) operations

• Foster and maintain successful relationships with various Finance business process owners & users that span the Finance Department (Financial Control & Compliance, Finance Planning & Analytics, Finance Business Partnering, Procurement, Accounts Payable, Accounts Receivable, Treasury, Investments and Insurance) plus other areas of the Uni that the role requires collaboration & staff engagement for successful implementation of solutions (e.g., IT, Operations, Faculties, Divisions etc.)

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

Skills and Experience
• Completion of a degree with subsequent relevant work experience or equivalent combination of relevant experience and/or education/training.

• Demonstrated interpersonal and verbal communication skills with the ability to consult, facilitate and liaise effectively with a diverse range of stakeholders to establish good working relationships.

• Demonstrated experience in analytical and problem-solving skills for reviewing and analysing business processes, systems & applications and developing plans ready for approval and development, with design thinking/service design knowledge or experience an advantage.

• Well-developed organisational, time management skills and experience working with project management methods and tools (Waterfall/Scrum/Agile methodologies).

• Demonstrated written communication skills with the ability to create systematic and consistent requirements specifications, reports and other relevant documentation in clear and user-friendly language using Microsoft Power BI & PowerPoint

• Demonstrated ability to work independently with limited direction as well as collaboratively and effectively as part of a team.

• Experience with or knowledge of the capabilities of Robotic Process Automation (RPA), workflow automation, process mapping and electronic signature tools.

• Knowledge or use of vendor workflow & automation solutions using UI Path & Microsoft Power Automate & Apps Platform/SharePoint/TEAMS/Power BI would be desirable.

• Knowledge of or experience within a Finance Department function and structures and the supporting Finance Systems (ERP, Forecasting, Planning & Budgeting, Cash Collections, Billing & Concur Expenses) would be desirable.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

• Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.