



# POSITION DESCRIPTION

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|-----------------------|-----------------------------|
| <b>POSITION TITLE</b> | Technical Business Analyst  |
| <b>DIVISION</b>       | Business Enablement         |
| <b>DEPARTMENT</b>     | Business Enablement         |
| <b>REPORTS TO</b>     | Head of Business Enablement |

## ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

## BUSINESS ENABLEMENT DIVISION

This role is within the Business Enablement department, which supports BSL in the areas of risk management, project management, procurement and contracts and data governance and business analysis.

## POSITION PURPOSE

The Technical Business Analyst has responsibility for the development of improved functionality of the Folio, Elumina and other IT systems to effectively meet BSL's business objectives.

## **KEY RESPONSIBILITIES**

In collaboration with the project manager, business analysts and other subject matter experts:

- Define requirements for modules and build out the functionality systems across a range of portfolios.
- Proactive input to balance short term tactical and long-term goals related to overall Folio roadmap.
- Act as the engagement lead and company point of contact with Folio vendor
- Develop workflows and automations across BSL systems, with a focus on Folio
- Manage overall lifecycle management for the Folio system, working closely with ICT to ensure best practices such as change management are adhered to.
- Develop dashboards and reports for stakeholders as required.
- Assist with mapping system requirements.
- Develop and conduct training on the use of Folio and other systems as needed.
- Maintain and update business processes, work instructions and training resources.
- Oversee the rollout of system processes and continuous improvement projects
- Support application deployment and integration of new functionality
- Support IT with Cybersecurity, disaster recovery, data loss protection and availability for Folio and other systems as required.
- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require indirect contact with children and/or vulnerable individuals
- Other duties as required.

## **PERFORMANCE MEASURES**

- Adherence to ongoing systems audit requirements
- Systems uptime
- Delivery of Initiatives on time & budget
- Adherence to 'best-in-class' design principles
- Able to be a 'trusted advisor'

## **KEY SELECTION CRITERIA**

### **Career Experience:**

- Previous experience in supporting the uplift of functionality in Folio as a Technical Business Analyst or similar system
- Ability to work across all levels of the organisation and adapt the approach accordingly.
- Ability to show initiative and work within agreed boundaries.
- Flexible and adaptable able to work under pressure and manage conflicting priorities, escalating for direction as required.
- Proven experience in managing a software vendor to achieve desired outcomes.

- Experience managing and negotiating with multiple levels of internal and external stakeholders
- Project management experience and hands on experience across full project lifecycle
- Excellent analytical, conceptual, and problem-solving skills
- Advanced documentation, planning and organising skills
- Experience in developing, implementing and maintaining solutions
- Demonstrates strong verbal and numerical skills
- Project lifecycle experience

**Personal Qualities:**

- A strong customer focus with a commitment to quality and continuous improvement
- Strong Change Management skills
- Strong attention to detail
- Time management & ability to work under pressure.
- Excellent communication skills, both written and verbal
- Ability to influence outcomes
- Excellent interpersonal communication and influencing skills
- Passion for accurate deliverables
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

**MANDATORY EMPLOYMENT CRITERIA**

- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required. The Brotherhood will facilitate this process.