



POSITION DESCRIPTION

POSITION TITLE	Business Analyst – Business Enablement & Projects
DIVISION	Operations
DEPARTMENT	Business Enablement
REPORTS TO	Senior Business Analyst – Business Enablement & Projects

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business, and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state, and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2023-2030 outlines six strategic outcomes:

These are:

- To advance an ambitious national agenda to prevent and eliminate all forms of poverty,
- To build compelling evidence to advocate for policy and practice reform and systems change,
- To demonstrate, deliver, and spread effective responses that empower people to live the life they aspire to,
- To enable and empower all our staff and volunteers to contribute to our purpose and vision,
- To enhance our capabilities and a values-based culture to support organisational effectiveness and collaboration,
- To strengthen our organisational sustainability and financial independence.

DEPARTMENT PURPOSE

Recognising that the Brotherhood is often an incubator for new and innovative approach to community, the Business Enablement department is responsible for developing consistent, flexible and effective processes and templates for business planning, risk assessment and project management by analysing, reviewing and reporting on the Brotherhood's ongoing business model.

Business Enablement train and support managers in the development of business proposals and project plans, establishment of criteria against which new opportunities are assessed, and ensure that the Brotherhood learns and improves from successes and mistakes, all while facilitating effective collaboration across Brotherhood departments. The Department is responsible for the preparation of timely and accurate financial information, maintaining a strong system of internal control and facilitating the management of the organisation's financial resources in an effective and sustainable way.

POSITION PURPOSE

This role combines excellent analytical skills with a thorough knowledge of business principles to review business processes from end to end to identify and address operational, financial and technological risks and opportunities. It requires exceptional organisational and time management skills with the ability to plan workload, prioritise and meet deadlines.

Responsibilities include management of a stakeholders both internal and external, management of organisational-wide projects through all phases from identification of need to post implementation review, and collaboration with the PMO and SMEs to enact business process improvement and mapping. It will also include oversight and implementation of reporting requirements in collaboration with other SMEs.

KEY RESPONSIBILITIES

- Support the identification, creation and analysis of existing business processes designs, systems and other requirements to document and recommend improvements focussing on quality, continuous improvement and data management to enhance business operations and performance, system modifications, enhancement and implementation of solutions
- Directly support the PMO to maintain project schedules, plans, resourcing, milestones, reporting as needed.
- Gathering, validating, and documenting business requirements and establishing traceability matrices.
- Analysing financial and other relevant data to understanding business process issues.
- Assistance with the preparation of project business cases – identifying issues, risks and benefits of existing and proposed solutions and outlining business impacts.
- Serving as a liaison between stakeholders and users. Simplifying information and deciphering technical jargon so it is easily understood by the whole team.
- Assist with the maintenance of project schedules by developing project plans and specifications, estimating time and resources, monitoring milestone completion, tracking all phases of the project lifecycle, providing timely reporting of issues that impact project progress, coordinating actions and resolving conflicts.
- Assist with the maintenance of risk, issue and decision logs, meeting minutes, meeting schedules, project summaries and updates.
- Assist with the development and execution of test plans and collaborate closely with business users to implement the requirements and provide necessary guidance to

testers during UAT process.

- Develop documentation for new and existing business processes and ensure that users are able to source and utilise on a day-to-day basis.
- Assist with the development and production of training materials for user education and change management.
- Other duties as required.

SCOPE OF RESPONSIBILITY

Direct Reports: None

TO BE SUCCESSFUL YOU MUST HAVE

- Demonstrated experience in developing and documenting organisation-wide business processes.
- Experience working on large scale projects as well as handling day-to-day operational requests from the business.
- Qualification in accredited Project Management methodology (e.g. Prince 2, Agile/Scrum, Six Sigma, Kanban, Lean etc)
- Strong problem solving, critical thinking ability.
- Strong stakeholder management skills are essential.
- Clear and confident communication skills – both written and verbal.
- Demonstrated ability to work collaboratively and deliver high quality outputs to tight deadlines.
- Commitment to professional ethical behaviour.
- Understanding of and empathy with the values and ideals of the Brotherhood.

MANDATORY EMPLOYMENT CRITERIA

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