

BUSINESS QUALITY ANALYST

Role Description

DIVISION / MATER MINISTRY	Mater Foundation
LOCATION	Newstead
REPORTING RELATIONSHIPS	Reports to: Senior Manager Business Services
LEVEL OF ACCOUNTABILITY	Individual Contributor
EMPLOYMENT STATUS	Common Law Contract
TRAVEL REQUIREMENTS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently
DATE REVIEWED	June 2024

POSITION SUMMARY

The Business Quality Analyst role will assist with documenting business / solution requirements, working closely with Business Support teams, Mater DTI and program leads for new data sources, gathering requirements for Power BI reports/dashboards, providing training and work instruction documentation, process mapping, conducting user acceptance testing for new system functionality, managing change & stakeholder management and continued process improvement as part of the Business Support roadmap of initiatives. This role will have a major focus on enhancements and bug fixes using Microsoft Dynamics CRM and other modules.

What we do?

Lottery

In 1954 Mater held Queensland's first real estate art union and these lotteries have continued to grow ever since. Today, we offer a lottery program that includes the Mater Prize Home Lottery and the Cars for Cancer Lottery.

Corporate & Community Engagement

Reflecting the community 'ownership' of Mater, community support has been a constant since 1906. Nowadays we provide a myriad of options that include donor programs, regular giving, community events, third party events, and corporate partnership opportunities.

Philanthropy

Significant gifts focused on improving health care and research initiatives have allowed improved patient outcomes for decades. These programs now include major donors, philanthropic trusts and foundations, and Gifts in Will.

Business Operations and Support

Within Mater Foundation our business is enabled by a team of dedicated professionals providing marketing support, caring for our supporters, maintaining our data, providing analytics and insights, managing our contracts, overseeing our external technology solutions, and administering

the significant levels of community funded distributions into health, research and education initiatives. We also heavily rely upon many business services within Mater including a fully integrated finance function, risk management, legal, people and culture, external relations, and digital services.

Distributions



RESEARCH



HEALTH



EDUCATION



IMPROVED PATIENT OUTCOMES

ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals. We are a leader in healthcare, education and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we aim to be an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

MATER FOUNDATION

Mater Foundation aspires to be a leading and trusted health based fundraising organisation. Specifically, our role is to conduct long term fundraising programs that enable people to exercise their philanthropy in whatever form and capacity they are able. We do this to provide value adding funding for health, education and research program in healthcare at Mater; advancing the prevention and treatment of disease and improving the quality of life for people across the community.

MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

Our mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Our vision

To empower people to live better lives through improved health and wellbeing

Our values



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity



We strive for excellence

The Mater Capability Framework consists of six core capability groups, which encompass the individual capabilities and behaviours essential to driving performance excellence across our organisation: Personal Attributes, Build Relationships, Results Focused, Mission Drivers, Business Enablers, and Leadership and People Management. Each Mater team member is accountable for consistently performing, promoting and developing the capabilities and behaviours within the Capability Framework - as individuals and as a team.

Our six core capability groups

Leading self -

 <i>Personal Attributes</i>	Individual behaviours influenced by our values and ethical compass
 <i>Build Relationships</i>	Shape and maximise relationships with colleagues, patients and the community
 <i>Results Focused</i>	Drive and influence successful organisational outcomes
 <i>Mission Driven</i>	We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Leading others -

 <i>Business Enablers</i>	Boost effective service delivery and champion change management
 <i>Leadership & People Management</i>	Inspire, engage and develop our people

KEY PERFORMANCE REQUIREMENTS

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy. Each Mater Person is held accountable for their own behaviour, performance and development, and for contribution to the strategic objectives and priorities. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability. This role is responsible for fulfilling the following accountabilities.

Position-specific responsibilities

- Play a pivotal role ensuring rigorous user acceptance testing is performed throughout various stages of all project initiatives and as part of BAU system and process improvements
- Strong Microsoft Dynamics experience (highly desirable), process of logging tickets with Microsoft, understanding the regular Microsoft releases, the management of implementation of enhancements, working closely with internal IT D365 team to explain requirements, bug fixes, processes and ability to communicate issues/bugs to Microsoft support online.
- Display a high attention to detail and ability to critically analyse processes. Continuously review business systems & processes to ensure best practice and efficiency
- Develop and maintain effective communication and working relationships with key internal and external stakeholders, engaging early to understand all campaign requirements and expectations.
- Work on product development initiatives, providing business leads SME advice, process mapping, participating in workshops and developing work instruction documentation.
- Ensure project activities, scope and outcomes are aligned to strategic objectives.
- In conjunction with key program leads, analyse business issues and problems, and investigate and recommend solutions to improve business performance.
- Identify and evaluate risk, as well as provide risk documentation and feedback to Management along with proposed solutions for mitigation

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none">• Program & Campaign Leads, Management Team.• Mater DTI.	<ul style="list-style-type: none">• Key contracted service providers as required by the duties of the role

SELECTION CRITERIA

Qualifications

- 3-5 years demonstrated business system analysis or project management experience using Agile methodology
- Proven background in achieving successful project outcomes and abilities in problem solving, and analytical thought processes.

Skills, knowledge and experience

- **CRM:** previous experience with Customer Relationship Management Systems or more specifically MS365 Dynamics Sales or Fundraising and Engagement.
- **Interpersonal skills:** Actively listens, is respectful, and can liaise with all levels of staff and customers. Strong communication skills.
- **Reliability:** Demonstrated reliability to complete scheduled tasks with minimal supervision.
- **Negotiation skills:** capable of listening and assimilating information from others, identifying various potential outcomes and consequences, presenting persuasive arguments and winning concessions while maintaining relationships.
- **User acceptance testing experience** including writing test
 - **Teamwork:** Ability to work well in a team environment, share knowledge and assist other team members to achieve team objectives.
 - **Initiative:** Contribute ideas and initiate new ways of working, shows enthusiasm for work projects. Creative solutions to difficult problems.
 - **Customer Data:** Experience working within a customer data focused organisation with an excellent understanding of data, data structures and reporting.
 - **Computer Skills:**
 - Proven understanding, experience and application of the broader Microsoft stack would be an advantage. Including MS365 Dynamics Sales, Fundraising and Engagement, Customer Insights Data and Journeys, Customer Voice, Customer Experience, Office, DevOps and Power BI. (desirable)

scenarios, test plans and conducting extensive user testing

- **Time Management / Organisation Skills:** Ability to plan, organise and prioritise work tasks to ensure timely completion.
- **Service Orientation:** Displays a commitment to quality customer service, and values delivering accurate and timely information.
- **Attention to detail:** Demonstrated ability to display a strong attention to detail, to ensure accuracy and ability to identify processing errors.
- **Problem solving skills:** Ability to appropriately prioritise problems, gather and analyse the right information to identify symptoms and causes and identify the right people to involve, improving outcomes.

- Zendesk (desirable)
- MS DevOps (desirable)
- MS SharePoint (desirable)
- Monday.com (desirable)

Other

- This position will require some out of hours work from time to time such as attendance at fundraising events and community activities. The responsibilities associated with these events and activities are likely to be varied and of a broad nature.