**JOB DESCRIPTION**

# Business Solutions Analyst

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities, and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation, or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**:

This role is responsible for working with service stream stakeholders to support Uniting to meet their contract and funding obligations. This will be achieved by assessing business processes, practices, and reporting requirements to identify appropriate information collection, systems configuration, and reporting needs. This role is a key facilitator between service and technical staff, by clearly documenting requirements for system changes and reports and communicating these to technical colleagues. It involves working with stakeholders to identify priorities, issues, risks, and opportunities for improvement. The role is also responsible for supporting service stream staff to utilise all available data collection and reporting tools, to build data literacy and capacity in end users to promote a self-service culture. To be successful you will demonstrate confidence working in a complex and dynamic environment utilising strong organisational skills and flexibility.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Care and Clinical Governance team in the Governance Risk and Quality directorate by delivering the following:

* Work with your colleagues to translate, understand and apply priorities and plans to the service, ensuring consistency, and maximising performance through adherence to system processes.
* Provide input into the ongoing management and support of Uniting’s Client Management systems.
* Participate in continuous improvement activities to ensure that we are delivering safe quality services.
* Ensure adherence to Uniting’s values, policies, and procedures as well as relevant legislative requirements at all times.
* Maintain a high standard of conduct and work performance based on Uniting’s values to promote our reputation with key internal and external stakeholders.
* Actively engage and participate in the performance management framework and review processes at Uniting.
* Ensure the safety and wellbeing of yourself, colleagues, clients and others at all times and undertake work in a safe manner in accordance with Uniting policies, procedures and directives.
* Actively promote a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender, and age.
* Seek opportunities for personal development and continuing education to ensure that you maintain skills and knowledge relevant to your role.

As the Business Analyst you will:

* Use your natural curiosity and initiative to analyse current systems and processes to identify gaps and opportunities for improvement
* Work with key stakeholders to identify and document business processes for new and existing programs, as well as gather and analyse business requirements for systems configuration and reporting solutions.
* Employ excellent verbal and written communication skills, ensure requirements are specified in clear language that meets the needs of both business stakeholders and technical team members
* Create and communicate detailed specification documents, and work with stakeholders to gain formal written approval to progress to development, testing & delivery.
* Utilise your strong interpersonal and influencing skills to agree priorities with stakeholders to manage a development pipeline, including communications of the priorities with relevant stakeholders
* Liaise with technical team members to understand solution options and convey these to business stakeholders
* Provide education, training and change management activities to services in support of deliverables identified as part of the ongoing pipeline of system changes and reports
* Partner with key stakeholders to develop and support education and training materials including online training for staff and stakeholders.
* Develop and maintain user documentation of system processes and reports, including user guides and tip sheets
* Coordinate System Champions across the service streams to build capacity for champions to provide support and education to local operational teams – promote a self-service culture
* Participate in Agile project methodologies, such as sprint planning (including task effort estimation), working in sprints, raising issues or delays as soon as possible; supporting management of the Agile methodology within the team
* Develop testing solutions fed from requirements documentation for integration and end user testing, including the management and support of the process through to implementation
* Support the technical team by implementing a comprehensive test management solution and implementation process
* Work with Uniting functions and teams to foster coordination across the organisation, avoiding duplication, standardising efficient processes, and delivering continuous improvement.
* Contribute to the delivery of projects within the Operational Plans and other tasks as required.
* Actively contribute to the support process by monitoring service requests within the IT Service Management system
* Participate in ad-hoc projects as and when required

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation, or gender identity.

**Your directorate:** Governance Risk and Quality

**You’ll report to: Client Systems Management Lead**

**Your key relationships:**

Internal:

* Uniting Communities Heads Of, General Managers, Operations managers
* Uniting staff
* Care and Clinical Governance team
* Practice Leads and Quality Improvement Specialists
* Corporate Services: Customer People and Systems (IT and HR)
* Governance Risk and Quality

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with team members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

* Bachelor’s Degree or post graduate qualification with a major in Information technology, project management or related field.
* Drivers licence to travel to regional NSW locations

**Experience:**

Typically, this role will require 3 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you have developed skills in navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Demonstrated success building and maintaining relationships with large groups of users and stakeholders at all levels of an organisation
* Use your influencing skills with stakeholder to manage priorities and expectations
* Skilled at navigating a complex and dynamic organisation.
* The ability to tailor and target communications for the intended audience
* Proven Business/Technical writing experience, including but not limited to business and technical specifications, business process mapping and design, and training documentation
* Experience facilitating end-to-end testing
* Proficiency in MS Office and Service Desk Management Tools
* Knowledge and experience working with Agile and other project management tools applying correct methodologies
* At least 2-3 years of recent experience in a business analyst role
* Team Player with the ability to work independently
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged

**Even better:**

* Project Management experience
* Agile/Scrum experience
* Experience in a Health Sector or Community Services Not for Profit organisation
* Experience gathering requirements for clinical/client management applications from an area such as the health sector or community services
* Facilitation of workshops and training sessions

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| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Sharyn Oswald  Client Systems Management Lead |
| **Date:** | Insert date | **Date:** | Insert date |
| **Signature:** |  | **Signature:** |  |