POSITION DESCRIPTION

Position Title – Kronos – Senior Business Analyst

Position Purpose

Home@Scope is a subsidiary of Scope and recently acquired a large tender of the Victorian government's disability accommodation and respite services. Home@Scope has gone through significant hypergrowth in the last 18 months and in response to service needs there is an opportunity to help improve service delivery for scale and exceptional customer satisfaction. Based at Head Office, this is a high-profile role, multi-faceted role with the primary purpose of supporting to join its rostering and workforce planning systems team (Kronos) for 2400+ employees.

In 2019 Scope's subsidiary entity (Home@Scope) implemented Kronos Workforce Dimensions as its Rostering, Time & Attendance and award interpretation system. As an integral member of the Kronos team, the Senior Business Analyst, will contribute their expertise to optimise business processes supported Kronos and more general ICT functions.

Reporting to the Business Improvement Manager, the role will include capturing current processes, identifying opportunities for improvement, understanding system capabilities and co-designing solutions to optimise workforce planning. The Senior Business Analyst will work closely with the Kronos vendor and ICT team to progress all stages of the software development lifecycle including communication, change management and training activities to support user adoption.

This is a 6 to 12 month FTC based in Melbourne, but may require travel to other sites across Victoria.

Division:	Shared Services and CFO Division,	**Reports to** **Direct Reports:**	Business Improvement Manager None
Internal Relationships:	Kronos Project Team Business Application Support Team & other ICT stakeholders Business Process Owners Operations Staff Representatives	**External Relationships**	Kronos Vendor
Delegation of Authority	This position is Level 7.	**Category**	Non-management
Employment Contract	Fixed term – 6 to 12 months	**Award**	Non-award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	Scope will inspire and lead change to deliver best practice. We will: • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. We will deliver better outcomes.

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Key Function	Key Accountabilities, Responsibilities & Deliverables
Process Improvement: Business Processes Mapping and Requirements Gathering	• Work with numerous business stakeholders across multiple departments to identify and prioritize requirements developing AS-IS and TO-BE process maps • Lead and create deliverables for all aspects of business analysis and functional design for our initiatives. Activities include requirements elicitation, functional specification creation, use case analysis and visual model development • Build and maintain cross departmental relationships with stakeholder's service delivery, ICT, HR, payroll as well as Kronos vendor • Leading user requirement workshops, writing use cases, creating context diagrams, performing stakeholder analysis • Work with the business to understand and articulate business and processing requirements as input into contract development/maintenance processes
System and User Acceptance Testing	• Assist the technical team in System Integration Testing (SIT) and validate results to ensure delivery of a quality system which performs to expectation and is effective and accurate • Create, adopt, and execute test scripts and lead User Acceptance Testing to ensure functional requirements are delivered • Responsible for ensuring the testing strategy and process is aligned with industry best practices, staying abreast of all pertinent testing standards and communicates articulately to business owner and, engineers
Implementation Support	• Provide support to the Business Improvement Manager and Learning and Engagement Team in the development of training material and job aids to support system and feature adoption • Assist with any implementation activities to ensure the successful and on-time delivery of deliverables to achieve desired outcomes • Ensure handover of complete documentation for each sprint/deliverable, including requirements documentation, business processes and rules that accompany the functional specs • Ensured successful technical support of the Kronos applications is supported by ICT including break-fix incidents, minor changes and application enhancements
Kronos Analytics	• Support Kronos analytics requirements - assist with any system requirements to ensure Home@Scope has the data and reporting to the business, escalating identified issues
Vendor liaison	• Collaborate with external vendors to articulate business requirements and turn into system configured solutions for complex requirements that can't be achieved internally
Workplace Health & Safety	• Work in a safe manner that complies with Scope's workplace and safety policies

SELECTION CRITERIA Kronos - Senior Business Analyst	
Qualifications & Knowledge/Experience	**Essential** • 5 years of proven experience in a Business Analyst or Project management role – capturing, analysing, documenting and improving business processes and system solutions **Desirable** • Experience with Kronos Workforce Dimensions or similar rostering, time & attendance, and award interpretation system • Experience in a complex NFP/Disability/Public sector business is desirable but not a must have.
Technical and Role Specific Competencies	• Demonstrated experience engaging with a range of stakeholders to capture business requirements including the conduct of workshops– Agile, Human Centred Design or Lean methodologies would lend themselves to this role • Experience in managing multiple business requirements and designing solutions that create process improvements and efficiencies to benefit a range of stakeholder groups • An ability to rapidly upskill in a new system (Kronos) and collaborate with business, operations, payroll and technical stakeholders to rapidly design system enabled processes and solutions • Experience in System Integration Testing (SIT) and User Acceptance Testing (UAT) • Thrives in an environment with many opportunities to improve, using initiative and lateral thinking to rapidly present new product capabilities to the business • Experience producing training documentation and guides to support system or new feature adoption • Familiarity with project management methodology and/or experience working in an Agile project team • Knowledge of Microsoft Office Suite and proficiency in Windows operating systems, internet, and email
Behavioural Competencies	• Excellent communication skills and ability to work with people in a team and broader stakeholders • Resilient and resourceful, with the ability to prioritise and work to timelines in a dynamic and fast-growing organisation • Self-starter and strong interpersonal and relationship management skills • Critical thinking, problem solving and decision-making skills. • Demonstrable evidence of strong influencing, engagement, and execution skills • High degree of integrity and strong customer focus. • Ability to 'think on your feet' to progress difficult/challenging discussions and inspire confidence • Enthusiastic, strives for excellence and executes consistently in line with organisational goals.
Licenses & Accreditations	• Cleared Police Check for disability within the last twelve months • Must satisfy all visa requirements for working in Australia

Authorisation:
• This Position Description has been reviewed and approved by the General Manager of Business Performance & Operations (Home@Scope) & CFO and is effective from 8 August 2021.

People & Culture Authorisation

Job Evaluation Completed: _____   Position Created: _____

Organisation Hierarchy Amended: _____