**POSITION DESCRIPTION – TEAM MEMBER**

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| Position Title | Business Analyst | Department | Australian Programs | |
| Location | Melbourne | Direct/Indirect Reports | Nil | |
| Reports to | National Lead, Systems and Process Improvement | Date Revised | December 2019 | |
| Industrial Instrument | Choose an item. | | | |
| Job Grade | Choose an item. | **Job Evaluation No:** | |  |

■ **Position Level Descriptor**

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day-to-day basis.

■ **Position Summary**

Red Cross has three core systems in either development or ongoing configuration maintenance for our Australian Programs. Client Case Management (CCM), Program Information Management (PIMS), Field Services Management (FSM)

Reporting to the National Lead, Systems and Process Improvements, this position provides ongoing liaison between Red Cross Services, IT and vendors for the three core systems and is responsible for assessing the business and information needs of Red Cross services and leading the design and development of business requirements that improve business efficiency and productivity.

Flexibility in hours may be required to meet project deadlines. Regular travel may be required for meeting with internal customers, vendors, third-party contractors, external suppliers or consultants, stakeholders, project meetings or the direction of team members.

■ **Position Responsibilities**

**Key Responsibilities**

* Proactively communicate and collaborate with internal services to analyse information needs and functional requirements and deliver the following artefacts as needed: business requirements, functional requirements, use cases, interface designs, test plans and test cases
* Elicit requirements using interviews, workshops, surveys, site visits, business process descriptions, use cases, scenarios, task and workflow analysis
* Collaborate with internal IT and subject matter experts in services to establish the technical vision and analyse trade-offs between usability and performance needs.
* Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details and distinguish user request from the underlying true needs
* Supervise the execution of test plans
* Work seamlessly with internal or contract resource in the delivery of new solutions
* Provide technical support for all systems

**■ Position Selection Criteria**

**Technical Competencies**

* Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into practical application and operational solutions.
* Demonstrated ability to produce requirement artefacts: Business Requirements, Functional Specifications, data flow diagrams, ERD diagrams, UML modelling techniques, interface designs, test plans and test cases
* A demonstrated ability to solve problems in a complex environment
* Experience in working in agile delivery
* A high level of customer service delivery skills essential
* Demonstrated experience in the development of business processes, uses case, task and workflow analysis
* Ability to effectively prioritise and execute tasks in a high-pressure environment is crucial
* Demonstrated ability to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities
* Demonstrated experience in Business Process Re-Engineering or business transformation initiatives, Data Analysis, System Functional /Non Functional Analysis
* Demonstrated experience in facilitation of business solution workshops involving participants from senior management to business users
* Excellent verbal and written communication skills and the ability to interact professionally with a diverse group including subject matter experts, managers and executives
* Experience at working in a team-oriented, collaborative and consultative environment is essential
* Must be able to quickly learn, understand and integrate new technology
* Proven ability to operate effectively in a geographically diverse environment
* Proficiency in MS Office essential

**Qualifications/Licenses**

* Relevant tertiary qualifications, skills and/or experience in Business Analyst capacity or related fields
* A Working with Children check is a mandatory requirement for this role

**Behavioral Capabilities**

* **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions

* **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**

Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities

* **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**

Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

* **LEAD | Self Development** | **Demonstrates a commitment to self-development**

Reviews past performance and identifies and acts on opportunities for improvement | Demonstrates self-awareness | Participates proactively in performance review as a process to receive constructive feedback | actively pursues and takes advantage of training and other developmental opportunities

* **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

 **General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity  |  Impartiality  |  Neutrality  |  Independence  |  Voluntary Service  |  Unity  |  Universality**

* Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
* Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
* Comply with the Work Health and Safety management system
* Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters