**JOB DESCRIPTION**

# Business 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, 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: Demonstrates understanding and ability to liaise and partner with senior stakeholders from the business and IT with respect to enterprise architecture. Able to gain an appreciation of business needs and operational pain points in an effective and relationship building manor. Assists architecture team and business stakeholders in identifying where there is high business value for little technology-spend required with quick turnaround. Drives pre and post business solution assessments to demonstrate business value achieved. Contributes and utilises existing architecture repository for deliverables to include catalogues, models and diagrams. The architecture deliverables should also include gap analysis between the baseline and target states, and where applicable the development of an agreed roadmap to deliver the gaps. Demonstrates depth of UC business and technical knowledge and in two of the other following disciplines: information/data, applications, technology and integration architecture, and keeps informed about developments within these areas.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the ServiceNow and the key accountabilities include:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Business Analyst, your role specifically will:

* Driving process definition, re-engineering, integration requirements, improvement and gap analysis of current/to-be processes during workshops with key customer sponsors and stkaeholders.
* Developing required documentation such as workshop agenda, presentations, gap analysis reports, process flow diagrams, roles/responsibilities.
* Document Requirements as Stories, working on Product backlog and sprint backlogs.
* Identifying areas of process improvement (efficiency and effectiveness) and recommending solutions that detail pros, cons and risks.
* Managing and communicating business requirements to the implementation team as a bridge to ensure that the proposed solutions meet the customer's expectations.

The Business Analyst will form key relationships with the following roles:

* Director-level, Uniting
* Head of Shared Services
* Project Delivery
* Solution Architecture
* Application Development

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# 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:**  Director Customer People and Systems

**You’ll report to:** Nathan Ive-Smith

# 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 to those objectives.
* **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 qualification in a relevant field or equivalent experience.

**Experience:**

Typically this role will require 5 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 will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Proven experience in defining and deploying 'to be' best practice ITSM and HR processes and in identifying solutions from a people, process and technology perspective.
* Strong understanding and experience with leading ITSM toolsets such as ServiceNow.
* Solid experience in requirements gathering, including experience in creating process documentation and then converting them into User Stories for development purposes.
* Excellent communication skills (both written and verbal) with strong presentation and facilitation skills (proficiency in Visio, Word and PowerPoint)
* Solid background in IT operational support or consulting, with experience in ITSM/ITIL process analysis and improvement
* Experience in eliciting and documenting business requirements and change requests
* Experience in Facilitation and stakeholder management
* Testing Experience
* Strong Inter personal and leadership skills
* ITIL V2 or V3 Foundations Certification required
* ITIL Practitioner or Service Manager Certification preferred

**Even better:**

* **SAFE Agile experience**
* **Prior ServiceNow experience**

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| **Employee Name:** | Click here to enter text. | **Manager’s Name:****Title** | Nathan Ive-SmithProgram Director |
| **Date:** | Insert date | **Date:** | 30/03/2022 |
| **Signature:** |  | **Signature:** |  |