

<b>Created / Revised</b>	August 2022
<b>Position title</b>	<b>Process Mining Data Analyst</b>
<b>Division</b>	Customer Enablement
<b>Department</b>	Operational Enablement
<b>Reports to Position</b>	Senior Manager Process Improvement
<b>Direct Reports</b>	No

### Our culture and values

We have a clear strategy and important work in place to become Australia's bank of choice.

Our values of **teamwork, integrity, performance, engagement, leadership** and **passion** are at the core of who we are and form the expectation of the behaviours we adopt every day.

We strive to have a culture that drives balanced outcomes; is open and informed for disciplined execution; that celebrates and recognises success; and where the sum is greater than its parts. To achieve this, we focus on four critical behaviours: **act commercially; move fast to help customers achieve their goals; recognise people for their impact; and actively challenge the status quo.**

Together, we're creating a culture we can continue to be proud of; one that will help us reach new heights.

### ROLE PROFILE

#### Your division, your team

Reporting to the Chief Operating Officer, the Customer Enablement function comprises those teams whose predominant focus is on enabling our customer facing roles in their support of customers. With a strong focus on contributing to the Group's productivity targets, the ultimate purpose of the function is to ensure our front line staff, partners, digital platforms can deliver an experience consistent with our targeted customer value proposition.

The Operational Enablement business unit supports this objective and the enterprise to be more productive and efficient and includes resources to support process improvements, workforce capacity management, process analytics and process governance.

The Operational Enablement team focuses on supporting process efficiency and compliance, customer experience enhancements, financial returns for the enterprise and improving the employee experience. The Operational Enablement team also provides insights to enable leaders to manage their capacity in line with workload requirements, review standard work-practices and take a future view on the management of the workforce.

#### The purpose of your role

The purpose of this role is to utilise data from the organisation's process mining tool in order to identify potential productivity improvements, compliance issues, or training opportunities. This role will manage the process mining tool and identify opportunities for improvements within the tool.

#### Your core relationships

This role will work primarily with staff within the OECOE and escalate opportunities for process improvement to the Manager, Process Improvement. In addition, it is anticipated that this role will work closely with the Process Architecture & Framework Lead to discuss any compliance concerns. This role may also present findings to managers in the broader business.



**What you're accountable for**

<b>Process Data Analysis</b>	<ul style="list-style-type: none"> <li>Review the data within the process data analysis tool to identify compliance concerns or productivity improvement opportunities</li> <li>Analyse process data to review whether previous process improvements have been effective</li> <li>Review process data to determine whether there are opportunities for process improvement, or if the team is likely to be working at full capacity</li> </ul>
<b>Process Mining Tool Business Owner</b>	<ul style="list-style-type: none"> <li>Proactively maintain the Process Mining tool, including implementation of new functionality as it becomes available</li> <li>Engage with the Process mining vendor to identify and prioritise changes to the tool</li> <li>Implement process to ensure that process mining licenses are reviewed regularly</li> <li>Manage the contract with the process mining vendor, including oversight over any expenses</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Prepare regular reports on process mining information</li> <li>Provide ad-hoc reports as required</li> <li>Provide reports to support for benefits realisation tracking within the process improvement program</li> </ul>

**Your knowledge, skills and experience**

<b>Knowledge &amp; skills</b>	<ul style="list-style-type: none"> <li>Deep knowledge of data analytics</li> <li>Knowledge of process mapping techniques</li> <li>Knowledge of process improvement activities</li> <li>Knowledge of KPI and benefits reports</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>Previous experience in a data analytics role</li> <li>Previous experience in a process mapping or business analytics role</li> <li>Previous experience in developing reporting standards for senior management</li> <li>Previous experience in technology project management</li> </ul>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>Flexible working hours to meet the needs of the business</li> <li>Inter and intrastate travel as required by the business</li> </ul>

**Your qualifications and certifications**

Tertiary degree in data analytics, information technology or similar is highly desirable

**Risk responsibility**

Ensure all work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance to appropriately.

## CAPABILITY PROFILE

### Key people capabilities

<b>Partnering</b>	<b>Results Focus</b>
<b>Role Expertise</b>	<b>Innovation</b>

### People capability profile

<b>Relationships</b> Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.	<b>Results Focus</b> Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning.	<b>Grow Self</b> Grows knowledge, is curious and proactively applies learning. Builds resilience and is mindful of impact on others.	<b>Role Expertise</b> Maintains role-specific standards and applies knowledge, skills and experience on-the-job.
<b>Foundational</b>	<b>Advanced</b>	<b>Intermediate</b>	<b>Advanced</b>
<b>Communication</b> Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences and connects to our purpose to tell our story.	<b>Execution</b> Makes well-considered decisions, plans and delivers quality outcomes. Problem solves and acts with integrity. Holds self and others accountable.	<b>Grow Others</b> Develops others by sharing feedback, recognising and celebrating outcomes. Connects with others to guide, empower and inspire.	<b>Customer Focus</b> Identifies customer goals, makes relevant recommendations and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer.
<b>Intermediate</b>	<b>Intermediate</b>	<b>Foundational</b>	<b>Foundational</b>
<b>Partnering</b> Acts with intent to build sustainable partnerships with customers, community and stakeholders to deliver shared value and achieve business outcomes.	<b>Innovation</b> Constructively challenges the status quo and offers alternatives. Seeks to improve ways of working and is open to new ideas and experiences.	<b>Future Ready</b> Exchanges and respectfully challenges perspectives and approaches. Anticipates, embraces and promotes change to achieve our vision for today and tomorrow.	<b>Commerciality</b> Applies understanding of finance, risk, people and customer for decision-making to deliver business sustainability. Takes appropriate risks and acts in the best interest of the Bank.
<b>Intermediate</b>	<b>Advanced</b>	<b>Intermediate</b>	<b>Intermediate</b>

### Role motivators

<b>Achievement</b>	Gaining a sense of achievement, closure; seeing something through to completion; working towards attainable goals
<b>Challenge</b>	Performing mentally stimulating work, solving complex and/or unfamiliar problems. Stretching self intellectually
<b>Mastery</b>	The urge to get better and better at something that matters