**JOB DESCRIPTION**

**Senior Business Analyst (Finance Systems)**

# **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**

As a Senior Business Analyst (Finance systems), you will play a critical role in optimising our core Finance and Billing management processes. You will be responsible for bridging the gap between business needs and technology solutions, ensuring a successful transition to target state. This role offers an exciting opportunity to leverage your expertise in Finance and billing management to drive efficiency, streamline processes, and enhance the overall function.

You’ll be a team-player, self-motivated and with great interpersonal skills.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the project delivery team in the IT department through the following:

* **Requirements Gathering:** Collaborate with stakeholders to gather, document, and prioritise business requirements related to Customer Experience and Billing management.
* **Business Process Analysis and Data Mapping:** Analyse existing business processes, identify areas for improvement, and recommend optimised processes in alignment with Microsoft Dynamics 365 and new billing system capabilities. Support in defining the detailed use cases, interfaces, data flows and transformation rules.
* **Solution Validation and Costs:** Work closely with functional consultants to ensure that the proposed solutions meet business requirements and objectives. Build understanding of technical requirements and use of APIs. Build cost-benefit comparison for potential solution options.
* **Testing Coordination:** Plan and coordinate testing efforts, including user acceptance testing, to validate that the implemented solutions effectively address business needs.
* **Documentation and Communication:** Document and communicate project requirements, business process, scope and technology impacts, and status to stakeholders, ensuring clear and consistent communication throughout the implementation process.
* **Risk Management:** Identify potential project risks and issues and work collaboratively to develop and execute mitigation plans.
* **Change Management Support:** Actively support change management activities by collaborating with the change management team to ensure a smooth transition.
* **Team Support and Collaboration:** Collaborate with business stakeholder, various IT teams and foster cross-team collaboration to help project team members complete project tasks and produce deliverables. Participate in your team’s operating rhythm and provide progress updates through agreed forums and channels.

*Please note this list is indicative, and not an exhaustive list of your key accountabilities*

# **ABOUT YOU IN THE ROLE**

**Your classification:** Non-Award

**Your directorate:** ITSC

**You’ll report to:** Senior Business Lead

**Your key relationships:**

ITSC staff, Change Management Team, Program Sponsors, Testing Partners, Program Manager, Business Managers, Project Managers, Business Subject Matter Experts, End users, Project Team, Internal Communications Team, Customer Experience and Marketing Team, Vendors, Business end users

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 KEY CAPABILITIES**

* **Communication and Collaboration skills:** Excels in interpersonal and communication skills, enabling effective collaboration with cross-functional teams, technical and non-technical stakeholders, and technical teams. Ability to interact with different individuals such as project managers, project sponsors, stakeholders and the project team.
* **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.
* **Problem-solving skills:** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner. Works with others and offers suggestions to find ways of doing the job more effectively.
* **Organizational skills:** strongorganisational skills such as time management, delegation, planning, goal setting and decision-making are essential to keep across the program and the many activities that need to be completed.

# 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 organization, forging relationships, and managing through influence rather than direct authority as required.

* Minimum of 5 years of experience as a Business Analyst or Strategy Consultant or Technical Analyst, with a focus on Customer experience, billing and finance systems.
* Experience in aged care industry and technology transformation including data flow mapping, integrations, etc.
* Proven experience in full lifecycle ERP or Finance implementations, with a strong preference for experience with customer experience and billing information systems such as Microsoft Dynamics 365, Epicor, or others.
* Strong understanding of customer experience and billing in aged care, reforms, regulations and compliance.
* Excellent problem-solving skills and attention to detail.
* Strong organisational and time management abilities.
* Highly skilled in using Jira and Confluence

**Even better:**

* Graduate or post graduate studies in a related field
* Experience with large scale enterprise or transformational efforts
* Agile experience
* Foster delivery discipline and transparency by leveraging Project management tools like JIRA etc.
* Experience in effective use of the suite of Office365 tools and their implementation across diverse business scenarios

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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |