

**Position Description**
**Position title: Senior Business Analyst**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Senior Business Analyst  |
| Division: | Finance |
| Reports to: | CRM Project Manager |
| Position Purpose: | Analyse, document and agree business requirements and track through to the delivery of new or changed business solutions, using both Agile and Waterfall approaches. |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Lead & Initiate Strategic Business Process Re-engineering** |
| **Key tasks** | **Position holder is successful when** |
| Business analysis of strategic projects in support of IT strategy and business planning initiatives. | A significant role has been played in enhanced business capabilities through a combination of business process re-design and delivery of strategic IT solutions |
| Leadand participate in business analysis and all requirements definition activities (including new solutions, enhancements to existing solutions, data source analysis/mapping and systems integration) and ensure that requirements are clearly and fully documented at the appropriate level of detail. | Common, best / better practice standards, processes and deliverables have been defined and implemented according to agreed priorities and schedule. Clearly explain where the “out of the box” functions can be used. Demonstrate the targeted changes in process and current state. Process improvement documents are clearly and collaboratively written aiding understanding and the transformation required. Future state processes are clear to form the basis for training. |
| Facilitateinterviews,workshops and requirements walk-through sessions with business, IT, project and other stakeholders to collate and validate requirements and obtain sign-off and to ensure common understanding before the team proceeds to design activities. | There is a mutual understanding of business requirements and sign-off is obtained by relevant approvers for all business solutions deliverables. |
| Create clear, complete and compelling requirements artefacts, utilising human centred design approaches, including personas, journey maps, user stories (via INVEST principle), and acceptance criteria. | Artefacts provide requirement clarity sufficient to write test cases from. Artefacts are at a high standard and create the clarity and information required to base decision making upon without multiple revisions. |
| Ensure compliance to identified Project standards, including Agile, SCRUM and hybrid frameworks, balanced by a strong focus on delivering the outcomes. Actively participate in SCRUM ceremonies such as daily stand-ups, sprint planning, sprint reviews (showcases), and sprint retrospectives. Work with the Product Manager to maintain the product and sprint backlogs to a sufficient level of detail and prioritisation, in order that development can progress, and optimise the release pipeline by organising features into regular sprints. | Targeted outcome is delivered well, in a controlled and orderly fashion within agreed timeframes. Task breakdowns and estimates provided to Project Manager and line Manager are consistently reliable. Product vision is maintained and business value is delivered. User story dependencies are understood to avoid rework. |
| Maintain requirements traceability and ensure that project deliverables meet original requirements or changes thereto are approved following a strict change control process. | Business requirements are traced throughout systems development lifecycle and undergo minimal changes. |
| Participate in creation of responses to tenders (RFIs, RFTs, RFPs). | A standard process is agreed and followed for identifying potential existing or new solutions and, if applicable, vendors to meet business requirements. |
| Support data modelling activities, technical design and systems integration activities and ensure that the applications support team engages sufficiently and appropriately in these activities to ensure successful business and project outcomes. | Appropriate participation in other systems development and implementation lifecycle activities and deliverables and appropriate engagement of business resources is evident. |
| Lead, participate in or support other project activities such as system testing, user acceptance testing, change management, operating model design and implementation, deployment and initial post-production support activities as required. | Solutions are implemented against an agreed framework and deliver agreed business outcomes. |
| **Key Result Area 2** | **Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| Develop collaborative, open relationships within IT and project teams. | Strong trust-based relationships are in place with information readily shared across teams. |
| Develop strong, collaborative, constructive relationships with key business stakeholders to ensure the alignment of solutions with the business’s strategic and operational requirements. | Strong relationships are developed with a range of business stakeholders resulting in the provision of solutions that meet business requirements. |
| **Key Result Area 3** | **Continuous Quality Improvement** |
| **Key tasks** | **Position holder is successful when** |
| Business analysis of prioritised tactical projects and enhancements. | A significant role has been played in delivery of business process enhancements and tactical IT solutions. |
| Highlight issues in existing business systems that may hinder progression of projects and enhancements that support the IT strategy. | Existing systems provide functional and information outcomes required by the business. |
| Mentor and develop staff around continuous quality improvement initiatives. | Staff capabilities are enhanced. |
| Define and implement best / better practice in business analysis, functional design, process design, testing and other relevant activities and deliverables in consultation with the PMO Manager, IT management and other key stakeholders | Capability of BA activities in PMO team is demonstrably improving over time. |
| Pro-actively identify and action methodology, approach and process improvement and collaboration opportunities. | Pro-active identification and actioning of improvement and collaboration opportunities is evident. |

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| **P****U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace
* Ensure required workplace health and safety actions are completed as required
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

 **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values.
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.).
* To help ensure the health, safety and welfare of self and others working in the business.
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Proven Business Process Re-engineering skills
* 7+ years in end-to-end business analyst roles covering
	+ Planning and monitoring the process of Business Analysis
	+ Working with stakeholders to develop requirements using broad techniques
	+ Managing the alignment of the project to the agreed requirements
	+ Enterprise analysis to meet a business need
	+ Assisting the project team develop solutions that meet the agreed requirements
	+ Working with stakeholders to assess proposed solutions leading to best-fit solution
* Familiarity with best-practice in process and solution design, tender creation and management, solution and vendor selection, application development, implementation and integration approaches
* Experience in mainstream technologies and core business system transformations (eg CRM & HR systems)
* Experience in the NFP sector desirable but not essential
* Relevant academic qualifications (technical and/or business related)
* End to end experience in large, strategic, complex systems projects, particularly in engaging with all stakeholders and creating quality artefacts.
* Prior experience working on Agile, SCRUM and hybrid projects
* Demonstrated ability to manage the spectrum of BA activities
* Experience with Agile requirements management tools such as Microsoft Azure DevOps/Jira

**Competencies*** Action oriented and takes accountability to achieve results in line with set timeframes.
* Builds and maintains sustainable internal and external relationships.
* Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
* Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely
* Demonstrates thought leadership in process and functional areas
* Ability to deal with ambiguity and complexity.
* Pragmatic, self-aware and emotionally intelligent
* Excellent verbal and written communication skills
* Strong facilitation skills
* Excellent analytical & problem solving skills
* Team player / collaborative with well-developed planning, organising and time-management skills
* Ability to influence and collaborate with key stakeholders
* Outstanding interpersonal and conflict resolution skills
* A quick learner and a team player
* Ability to support and display a culture of openness, feedback and productivity.
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| **Key challenges of the role** |
| * Knowledge transfer and implementation of new concepts and processes.
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* Engage and influence decision makers to deliver project outcomes around process and functional definition across a diverse group
* Synthesising information across various stakeholders with differing perspectives, in order to provide information for timely decision making
* Geographical dispersion of the project team
* Blended vendor and Mission Australia team (comprised of multiple departments)
* Encouraging transformation as part of the project and supporting movement away from the current state
* Working across multiple concurrent project/product streams
* Managing to deadlines in times of limited resourcing availability
* Inconsistent familiarity with Agile and Product Based Approaches amongst the team

**Compliance checks required**

**Working with Children** [ ]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Drivers Licence** [ ]

**Approval**

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| **Manager name**  | Niki Drysdale | **Approval date** |  |