# Position Description

**Our Values**

We value life
We make every conversation count
We will find a better way, today
We make the complicated simple

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| **Position Title** | Business Analyst – Data Consultant |
| **Position Number** | |
| **Band / Job Group** | JG5 |
| **Division** | **Business Enablement Division**<br><br>Business Enablement are responsible for management of the TAC building and the financial, risk, assurance, legal, business intelligence, program delivery and forensic services the TAC. This division also oversees the operations of the Residential Independence Pty Ltd. |
| **Branch** | Business Intelligence |
| **Location** | Geelong |
| **Reports To** | Manager, Business Intelligence |
| **Number of Direct Reports** | Nil |
| **Working with Children** | Is a Working with Children check required for this position? ☐ Yes  ☒ No |
| **Financial Delegation** | Nil |
| **Job Purpose** | The Business Analyst's role will be co-located in the Business Intelligence team 1-2 days a week and in the assigned division 3-4 days a week.  The main functions for this role are to perform business analysis, data analysis and relationship management using the available data to improving business efficiency, productivity and performance. |

## KEY ACCOUNTABILITIES

- Have a deep understanding of the business environment
- To develop and make recommendations for business solutions to improve business efficiency, productivity and performance which are based on sound research, presentation of alternatives, risk analysis and contingency plans.
- Deliver elements of the SDLC, such as business requirements, business analysis, business benefits, process modelling, user acceptance testing, user documentation, data modelling, and project management within an Agile/Scrum framework.
- Create a working relationship with appropriate key business resources to ensure that a broad cross-section of opinion and experience is available
- Lead collaborative workshops with senior managers, key business SME's, BI developers, data scientists and strategic project resources to ensure that the proposed technical solutions are achievable and satisfy the user requirements.
- Lead Development of business requirements specifications, solution design and process models
- Review solutions against documented requirements and project objectives
- Work with Senior Managers for regular claims divisional performance metrics
- Proactively identify and investigate potential performance measures and insights
- Manage request prioritisation across the TAC and delivery expectations
- Resolve complex and sensitive issues and provide expert advice
- Work within the team to ensure that business and system knowledge is transferred to other Business Analysts
- Participate in post implementation reviews, including an evaluation of the effectiveness of system changes
- Contribute to Project Management Office processes including Risk, Action and Change Management
- Comply with OHS Policy, Procedure and Legislative requirements
- Actively promote and observe the shared values of the TAC.
- Work with Senior Business Analysts to establish a robust BA community of practice

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| **Organisational Responsibilities** | As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.<br><br>Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.<br><br>Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work. |

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## KEY SELECTION CRITERIA

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| **Relevant Qualifications, Work Experience & Specialised Knowledge** | **Required**:<br>• Proven experience in a Business Analyst role<br>• Business analysis techniques and tools e.g. requirements analysis, requirements management, requirements traceability, process analysis and modelling, process improvement, business process redesign, data analysis and modelling, cost benefit analysis, decision analysis, root cause analysis, use case modelling<br>• Collaborative solution design between technical specialists and business users in an Agile Dev Ops environment.<br>• Proven ability to translate complex technical documents (Data Models, Solution Architecture, Functional/Non-Functional Requirements etc)<br>• Systems Analysis<br>• User acceptance testing and knowledge of testing techniques<br>• Experience with corporate reporting tools and their associated visualisation in a data warehouse environment (relevant examples include: SAS, Excel, SAS VA, SQL, Qlik Sense, Tableau, Data Vault 2.0)<br><br>**Desirable**:<br>• Tertiary qualifications with majors in Business Analysis/Information Systems<br>• IIBA, BABOK or similar accreditation<br>• Proficiency in Microsoft Office, Visio, Microsoft Project, Atlassian suite<br>• CI Methodologies (Lean, Six Sigma, BPR, Agile, TQM etc)<br>• Project management methods and tools (PMBOK, Prince, ITIL)<br>• Experience in the health and/or financial services sector<br>• Detailed understanding of TAC claims management processes and the Fineos application |
| **Capabilities** | Cultivate Partnerships: Builds and maintains relationships with stakeholders across roles, teams and divisions, internally and externally<br><br>Empower Others: Challenges important issues constructively, provides rationale for own position and supports others when required<br><br>Empower Others: Takes ownership of one's own development and supports others to define and implement their development plan<br><br>Exercise Judgement: Probe and look past symptoms to determine the underlying causes of problems and issues, recognising the links between interconnected issues within the team<br><br>Deliver Outcomes: Demonstrates energy and an appropriate sense of urgency towards achieving team goals<br><br>Shape Strategy and Direction: Sets work tasks that align with the operational goals, drawing links from these to strategic objectives for others<br><br>Lead Transformation: Reviews past and current performance to identify improvement opportunities to enhance business performance<br><br>Exercise Judgement: Makes sound and timely decisions based on analysis, experience and judgment, without assistance when appropriate |