**JOB DESCRIPTION**

# Systems and 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 the maintenance and support of Uniting’s Client Management systems, including technical functionality and program implementation in the Client Management systems. You will consult, design, develop and configure business solutions to support service streams and programs, and create reports and interfaces to fulfill business requirements for data capture and reporting. This role supports the Care and Clinical Governance team to ensure key Uniting Shared Business systems are operating effectively, efficiently and align with best practice principles in regard to business system governance and controls. The role will support Service Streams to standardise system functionality and reporting to align with operational procedures.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Governance Risk and Quality Directorate, in the Care and Clinical Governance team through the following:

* 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 Systems and Business Analyst, in your role, you will specifically:

* Use your expertise and experience in SQL, Crystal Reports and SSRS, support the development and maintenance of the application’s standard reports, aligned to government, service streams and Uniting requirements
* Effectively add tangible business value to Uniting by developing solutions that improve business efficiency, improve staff and resource effectiveness resulting in improved client outcomes.
* You will lead the technical considerations together with IT and Client Management (Carelink+) stakeholders regarding, interface options, design and functionality including reporting and performance for Uniting service streams
* Together with Stakeholders and the team you will gather and analyse business requirements including design specifications, configuration, reports and interfaces through to internal testing, UAT release and implementation
* You will identify and report gaps in operational functionality/procedures and document enhancements together with the Business Analyst, key stakeholders and Champions.
* Identify gaps in internal documentation and in collaboration with the team document internal support processes and procedures
* Participate in Agile project methodologies, such as sprint planning (including task effort estimation), working in sprints and raising issues or delays with the team as soon as possible
* Provide a key role in the ongoing management, through regular support and maintenance of the Client Management solutions (Carelink+ and MasterCare EMR) including security design and application, and other support related activities
* Develop and maintain clear documentation of all requirements, design, operational and support processes
* Work in support with Uniting functions and teams to foster coordination across the organisation, avoiding duplication, standardising efficient processes and delivering continuous improvement
* As an SME in reporting, engage with Service Streams to enhance their understanding of the importance of data quality, reporting requirements and to build capability in program teams
* Contribute to the delivery of specific projects within the Operational Plans and other tasks as required
* Provide technical consultation in collaboration with service streams with external funders and other invested stakeholders

# 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:** Governance Risk and Quality

**You’ll report to:** Client Systems Management Lead

**Your key relationships:**

Internal:

* Program Managers, Practice Leads, Quality Improvement Specialists
* Carelink Champions
* Care and Clinical Governance team
* Shared Services. Mission, Community & Social Impact, Finance Customer, People and Systems –ITSC
* Governance Risk and Quality

External:

* Vendors: Civica and Global Health
* External Federal and State government agencies – such as DCJ, DSS, ACT Government

# 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:**

Degree qualification with a major in Information Technology and Solution implementation

Typically, this role will require 3 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.

* Querying data with Transact-SQL, and developing complex SQL reports
* Experience with SQL reporting tools, with emphasis on Crystal Reports and SSRS
* Exposure to working with system integrations and interfaces
* Proficiency in MS Office, ITSM Tools and Project Management Tools
* Knowledge and experience working with Agile and other project management methodologies
* At least 2-3 years’ experience in a Technical analyst role with at least 2 years’ experience of Client Management systems
* Drivers licence to travel to regional NSW locations
* Demonstrated success building and managing relationships with large groups of users and stakeholders at all levels of the organisation.
* Experience implementing solutions across multiple programs streams
* Proven Business Writing experience – specification/design papers
* Good written and verbal communication skills
* Team Player with the ability to work independently
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged

**Even better:**

* MCSA/MCSDSQL Certification
* Project Management Certification
* Client Management System Implementation
* Experience in a Community Services or Health Sector Not for Profit organisation
* Experience using client management applications from an area such as community services or the health sector
* Facilitate workshop sessions
* Experience in evaluating and reporting on the success of implementation projects and support operations

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| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Sharyn Oswald  Client Systems Management Lead |
| **Date:** | Insert date | **Date:** | Insert date |
| **Signature:** |  | **Signature:** |  |