BUSINESS IMPROVEMENT ANALYST

DEPARTMENT/UNIT	Buildings and Property Division
FACULTY/DIVISION	BPD Business Support
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So, if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at www.monash.edu.

The position is located within Buildings and Property. We provide facility management and support services for the teaching, research and business functions of the University.

BPD Business Support provides a broad range of professional services for both the Division and directly to the University. Internally teams provide administrative, change management, risk, compliance, communications and reporting capability. Externally teams provide professional services in the areas of OHS, wellbeing and environmental sustainability. In addition, Business Support provides the first contact point for customer service and client relationship management.

POSITION PURPOSE

The Business Improvement Analyst is responsible for the day to day system administration of several facility maintenance and construction software packages. This includes supporting business improvements which may result in software changes and upgrades. The role also provides user training and liaises with other software support teams. The role ensures that BPD processes are followed in a consistent and compliant manner, and reporting mechanisms support the broad requirements of BPD and the University.

Reporting Line: The position reports to the Business Improvement Coordinator under general directions

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Manage day to day system administration for several software packages supporting maintenance activities and ensuring that system functionality and data integrity meet the current and future needs of BPD operations and the University

2. Provide expert advice and issue resolution to maintain business continuity and business operations

3. Design, develop and interpret workflow solutions in accordance with the Division's business requirements using university systems such as Frevvo, DocuSign, SINE, Squiz

4. Design, develop and interpret custom reports and dashboards in accordance with the Division's performance and business reporting requirements

5. Support the implementation of BPD work processes in other FM areas of the University

6. Prepare financial data files and analyse results to support the division's financial recovery activities

7. Develop and update training documentation and facilitate regular training events for new and existing users

8. Build and sustain partnerships with other relevant business units and stakeholders including service owners and system users

9. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:

   - A degree with subsequent relevant experience and ITIL Foundation certification; or
   - demonstrated skills and knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Demonstrated experience in administering SQL databases, web applications, web languages and various reporting tools, including user training and issue resolution in a facilities management or construction field

3. Sound analytical and problem-solving skills, with the ability to interpret data and make decisions based on data evidence

4. A strong commitment to excellence in customer service, ability to deliver operational improvements and identify solutions to challenging issues in a technical environment

5. Highly developed planning and organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

6. Strong relationship management skills, including the ability to interact positively with a variety of customers and stakeholders

7. Well-developed interpersonal and communication skills with the ability to provide advice and effectively prepare and present technical information

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.