

Position Description

Title	Process Analyst
Business unit	Quality and Performance
Location	130 Lonsdale St. Melbourne
Employment type	Ongoing – Part-time (45.6 hours per fortnight)
Reports to	Senior Manager – Performance Innovation

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Support Continuous Improvement within the Uniting Vic Tas through analysis of business improvement opportunities available through remediation and process re-engineering. Using problem-solving techniques you will design and develop solutions for business improvement. Where required, ensure business requirements are captured, understood and people and process changes are designed and documented.

2. Scope

Budget:

Nil

People:

Nil

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3. Relationships

Internal

- Quality and Performance Division
- Performance Innovation Team
- Senior Managers and Team Leaders within Service Teams.
- ICT

External

- Technology vendors
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4. Key responsibility areas

Service delivery

- Collaborate with cross-functional team members to create improvements for operational teams.
- Facilitate process workshops that involve eliciting process requirements and liaising with users.
- Analyse business processes and workflows with the objective of finding out how they can be improved or automated.
- Using problem solving techniques, such as Lean Six Sigma, to design and develop solutions for business improvements and capture process design changes.
- Work closely with Service Operational units to gain in-depth understanding of current operational issues and identify opportunities to improve efficiency.
- Support the implementation and education of business process solutions to business users responsible for managing and operating business processes.
- Contribute to and help drive the effective delivery of changes through acting as a key member of project delivery teams.
- Engage with key stakeholders in ICT using a partnered approach to solve for business solutions requiring technology.
- Support the business with identifying measures of success and set targets. Monitor, measure and provide feedback on process performance.
- Prepare ad hoc reports, analysis and submissions as required.
- Always ensure compliance with company and other relevant standards/regulations.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Person specification

Qualifications

- Bachelor or higher degree relevant to the role.
- Lean Six Sigma (Green Belt) certification desirable.

Experience

- Proven experience in engaging, influencing, negotiating, and collaborating with a range of business stakeholders to develop ongoing working relationships that achieve positive outcomes.
- Demonstrated experience in analysing and documenting complex business processes.
- Demonstrated experience with Lean Six Sigma and other problem-solving techniques in the course of your work.
- A range of experience in business analysis and process design.
- Experience in leading change initiatives and improvement programs.
- Advanced proficiency with Microsoft Word, Excel, PowerPoint and Visio

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
Communication: demonstrated sound verbal and written communication and numeracy skills, and attention to detail with high level of accuracy
Organisational skills: ability to organise, plan and prioritise tasks with minimal supervision to ensure outcomes are achieved.
 - **Project management:** proven ability to lead and manage small projects.
 - **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs, communicating complex information clearly and in an engaging manner across all levels within the organization.
 - **Influence and negotiation:** Ability to give and gain cooperation with peers.
 - **Problem solving:** proven high level of analysis and complex problem solving.
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: