JOB DESCRIPTION

Business Reporting 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, mental health, 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
Click here to enter text. This role is responsible for ensuring Uniting has the necessary information about its service programs to achieve its strategic goals. It includes the provision of quality information to meet the needs of senior management, program management, accreditation bodies and government funding agencies. This role is responsible for the requirements gathering, design, development, and implementation of performance, compliance and data quality reports and dashboards to monitor service program performance and ensure accurate data. It is also responsible for the support and maintenance of these reports, including building capacity in end users and promoting a self-service reporting culture. A key function of the role is the continual improvement not just of the reports which are available but also the quality of the underlying data, and the mechanisms by which the reports are developed and accessed, leveraging emerging technologies.

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:

- Working with your colleagues to translate, understand and apply Uniting and Service Stream strategies to the service and local plans, ensuring consistency in service delivery, practice, and maximising performance.

- Ensure integration and collaboration across Uniting more broadly, to deliver seamless and impactful end to end services with the client at the centre.
- Participate in continuous improvement activities to ensure that we are delivering safe quality services.
- Ensure adherence to Uniting's values, policies, and procedures as well as relevant legislative requirements at all times.
- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Ensure the safety and wellbeing of yourself, colleagues, clients and others at all times and undertake work in a safe manner in accordance with Uniting policies, procedures and directives.
- Actively promote a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender, and age.
- Seek opportunities for personal development and continuing education to ensure that you maintain skills and knowledge relevant to your role.

As the Business Reporting Analyst, your role specifically will:

- Work with key stakeholders to gather and analyse business requirements for reports and dashboards, document specifications and gain formal approval for those.
- Using your expertise and experience in SQL, Power BI and Crystal Reports, design, develop and maintain reporting solutions to meet the requirements of government, service stream and Uniting's operational and strategic objectives. These will include performance, compliance, funding and data quality exception reports and dashboards.
- Utilising your proven analysis skills, leverage real time data to analyse trends and add tangible business value to Uniting by developing and communicating insights to improve business efficiency and resource effectiveness, resulting in improved client outcomes.
- Liaise with external parties such as funders, peak bodies and third party evaluators to analyse and monitor Uniting data and implement changes to data capture and reporting as required.
- Engage effectively with decision-makers to assess and agree priorities, using your influencing and negotiating skills
- Provide day to day support for systems and reports including trouble shooting and enhancement requests.
- Build data literacy and knowledge across all staff and stakeholders and promote a self-service reporting culture, including providing coaching and training as required, in collaboration with the Client Management Business Analyst.
- Motivate and support business stakeholders to improve data quality.
- Inform and support education and training including developing online training and reference material for staff and stakeholders.
- Identify and report gaps in operational functionality/procedures and document enhancements together with the Business Analyst, key stakeholders, and system champions.
- Continuously seek to improve the existing reporting suite, in line with Care and Clinical Governance and Uniting objectives and priorities, collaborating with internal and external stakeholders to identify opportunities and deliver enhanced visualisations.
- 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 input into the ongoing management, support and maintenance of Uniting's Client Management solutions (Mastercare and Carelink+) including configuration, security design and application, and other support related activities.
- Develop and maintain formal documentation of all requirements, design, operational and support processes.
- Analyse the impact on reporting of process and technical requirements for configuration or interface changes.
- Maintain quality standards by writing and running system tests and supporting user acceptance testing of both client management systems and reporting platforms.
- Work with various Uniting teams to foster coordination across the organisation, avoid duplication, standard efficient processes and delivercontinuous improvement.
- Contribute to the delivery of 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: **Performance Improvement and Reporting Lead**
Your key relationships:

Internal:
- Communities: Heads of Portfolios, Portfolio managers particularly in Uniting Recovery
- Ageing, Retirement, and Independent Living (Seniors)
- Practice Leads and Quality Improvement Specialists
- Mastercare and Carelink Champions
- Care and Clinical Governance team
- Governance Risk and Quality Directorate
- Corporate Services: Customer People and Systems (IT and HR), Finance, Property

External:
- Funding bodies, peak bodies and government agencies such as DCJ and DSS
- Software Vendors ad-hoc: Global Health and Civica

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.
- **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's Degree or post graduate qualification with a major in Information technology or related field.
- Drivers licence to travel to regional NSW locations

Experience:

Typically, this role will require 5 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 have developed skills in 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 from source systems
- Experience with SQL reporting tools, with emphasis on SSRS, Power BI and Crystal Reports
- Exposure to working with system integration and interfaces
- Proficiency in MS Office particularly Excel, and Service Desk Management Tools
- Knowledge and experience working with Agile and other project management tools applying correct methodologies
- At least 2-3 years' experience in a reporting analyst role with at least 2 years' experience with source systems
- Demonstrated success building and managing relationships with large groups of users and stakeholders at all levels of the organisation.
- Proven experience in a complex and dynamic environment juggling and delivering multiple priorities
- Proven Business/Technical writing experience – specification/design papers
- 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
- Proven Project Management experience
- Systems implementation experience
- Agile/Scrum experience
- Experience in a Health Sector or Community Services Not for Profit organisation

- Experience using clinical/client management applications from an area such as the health sector or community services
- Facilitation of workshop or training sessions

Employee Name:	Insert employee name	Manager's Name: Title	Michelle Simon Performance Improvement and Reporting Lead
Date:	Insert date	Date:	Insert date
Signature:		Signature:	