

POSITION DESCRIPTION

Position Title:	Business Analyst
Location:	Brisbane
Last Review Date:	January 2019
Approved By:	Chief Operating Officer

Department/Team:	Financial Delegation:
> Operations	> Nil
Direct Reporting Line:	Professional Reporting Line:
> Chief Operating Officer	> NA

Our Vision

We will improve the health of people in remote, rural and regional Queensland.

Our Mission

We will provide excellence in, and access to, primary health care and aeromedical services across Queensland.

Our Promise

Further Corner, Finest Care.

Values

Safety and Quality > At all times, with a patient-centred focus

Mutual Care and Respect > For patients, supporters, stakeholders and each other

Commercially Astute > Agile and forward-thinking, to lead the RFDS into the future

Open and transparent > In all our dealings

Collaborative > Encouraging and empowering of each other

Proud and passionate > In all that we do

Title	Position Description - Employee	Document ID	MYRFDS-1800068415-2100
Parent Group	Human Resources	Document Version and Status	25.4, Draft
Approved By	Tracey Green	Date Approved	21/11/2018

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Position Purpose

The role of the Business Analyst is to develop and document the business requirements for new projects being developed by RFDS. The role requires the individual to evaluate business processes, anticipate requirements, uncover areas for improvement, and develop and implement solutions. The role also supports the development, review and monitoring of the organisation's Strategic Plan and the tactical implementation of strategic initiatives through projects.

All employees have responsibilities for ensuring the safety of our patients and the quality of our services, these responsibilities include following procedures, modelling positive behaviours in line with our Code of Conduct, providing support, supervision and coaching to peers and junior employee team members.

RFDS Behavioural Competencies	
Analysis & Problem Solving	<ul style="list-style-type: none"> > Breaks information into component parts, patterns and relationships > Probes for further information or a greater understanding of a situation > Uses logical and rational judgement and criteria
Communication	<ul style="list-style-type: none"> > Confidently represents self and the RFDS > Maintains professionalism in verbal, written, and electronic communication within and outside the RFDS > Adjusts style to suit the person and the scenario
Forward Thinking & Planning	<ul style="list-style-type: none"> > Anticipates relationships between current plans, tasks, situations and future events > Manages time effectively > Anticipates implications due to changed circumstances
Responsibility & Accountability	<ul style="list-style-type: none"> > Ensures expected performance outcomes are achieved > Demonstrates initiative > Is accountable for their decisions and individual outcomes
Decisiveness	<ul style="list-style-type: none"> > Prepared to make decisions > Commits to a definite course of action > Decisions and actions taken are appropriate to the situation
Productivity	<ul style="list-style-type: none"> > Works in a systematic, methodical and orderly way

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	<ul style="list-style-type: none"> > Maintains quality at all times > Uses assigned resources to achieve desired objectives
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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
Contributing to a High Performing Culture	<ul style="list-style-type: none"> > Understands and supports the strategic and commercial objectives of the organisation, assimilating key messages and asking clarifying questions to ensure alignment and commitment > Looks for opportunities to challenge the status quo and explore new ideas, and works with team and leader to implement changes that add value and improve service delivery > Is a supportive and cooperative team member, remaining aware of workload and activities within the team and proactively seeking opportunities to assist team and leaders where possible > Works positively with cross-functional team members, seeking to understand differing priorities and utilise strengths, and to work as an aligned and cohesive RFDS team > Takes accountability for own behaviour and performance, adopting a “no blame” approach that focuses on collaboration, learning and solutions 	<ul style="list-style-type: none"> > Demonstrated up-to-date knowledge of key messages, updates and activities across the entire organisation > Demonstrated examples identifying and participating in changes that align to organisational values and objectives > Leader and peer feedback reflects cooperation and support > Leader and peer feedback reflects collaboration, and that competing interests and priorities are handled respectfully and escalated appropriately > Meets role expectations and set KPIs are understood, owned and achieved

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
Business Analysis	<ul style="list-style-type: none"> > Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions. > Leading ongoing reviews of business processes and developing optimization strategies. > Staying up-to-date on the latest process and IT advancements to automate and modernize systems. > Conducting meetings and presentations to share ideas and findings. > Performing requirements analysis. > Documenting and communicating the results of your efforts. > Effectively communicating your insights and plans to cross-functional team members and management. > Gathering critical information from meetings with various stakeholders and producing useful reports. > Working closely with clients, technical, and managerial staff. > Ensuring solutions meet business needs and requirements. > Performing user acceptance testing. > Updating, implementing and maintaining procedures. > Prioritizing initiatives based on business needs and requirements. > Serving as a liaison between stakeholders and users. 	<ul style="list-style-type: none"> > Positive feedback from employees. > Employees undertaking projects are aware of the required governance, reporting and management guidelines and are implementing them. > The project management intranet site is up to date. > The 'Lessons Learned' report is circulated in a timely manner following the completion of a project and actions assigned. > Change management principles are followed for major projects. > Business analysis component is included for major projects

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
	<ul style="list-style-type: none"> > Monitoring deliverables and ensuring timely completion of projects. > Create and maintain procedures, guidelines and templates for the organisation's project management methodology based on PRINCE2. > Promote inclusion of change management activities within all major projects. > Contribute to improvement in project performance and accountability. 	
Relationships Management	<ul style="list-style-type: none"> > Develop and maintain excellent relationships with stakeholders. > Provide advice and report on the progress of relevant aspects of project activities to senior/supervising employees as required to ensure that project activities are consistent with organisational requirements and that priorities and timelines are met. 	<ul style="list-style-type: none"> > Positive feedback from stakeholders. > Positive feedback from employees. > Employees undertaking projects are well advised.
Management	<ul style="list-style-type: none"> > Collate, interpret, analyse and prepare reports and general correspondence applicable to the role and the organisation. > Provide advice and support to projects on budget preparation and monitoring 	<ul style="list-style-type: none"> > Monthly report to Chief Operating Officer submitted within 7 working days of end of month. > Accurate reports are submitted on time, as required.
Strategic Planning	<ul style="list-style-type: none"> > Support the formulation of suitable projects to execute the strategic plan throughout the business 	<ul style="list-style-type: none"> > Information to compile quarterly reports on the progress against the strategic plan is provided to the CEO when requested

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
Performance and Development Review	<ul style="list-style-type: none"> > Positively participates and contributes to the RFDS' Performance and Development Review program 	<ul style="list-style-type: none"> > Completes self assessments on an annual basis or as requested by Manager / HR > Constructively and positively participates in performance discussions
Quality and Compliance	<ul style="list-style-type: none"> > Ensures a safe working environment for all employees by compliance with all relevant Occupational, Health, Safety & Welfare and Equal Employment Opportunity obligations > Contributes to business improvement/quality programs and enterprise risk management activities > Complies with RFDS policies and procedures > Ensures conduct at all times is professional, reputable and in accordance with philosophy and direction of the RFDS 	<ul style="list-style-type: none"> > Compliance with all Occupational, Health, Safety & Welfare and Equal Employment Opportunity obligations > Knowledge, understanding and compliance with RFDS policies and procedures, standard operating procedures and protocols

Working Relationships	
Internal	External
<ul style="list-style-type: none"> > All RFDS Employees and Managers > Other RFDS Sections > RFDS Board 	<ul style="list-style-type: none"> > The general public > Other primary health care organisation and service providers > Government, non-government, and community organisations > Volunteers, fund raisers and donors > All other RFDS stakeholders

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Qualifications / Registrations / Memberships

- > Project Management qualification is desirable
- > Relevant tertiary qualification is desirable

Essential skills and experience

- > Previous experience of managing, or working within, a Project/Program Support Office.
- > In depth knowledge of the principles of PRINCE2 or a similar project framework.
- > Experience of using techniques associated with the planning and monitoring progress of projects using PRINCE2 or a similar framework.
- > High level of project management skills with an ability to apply these skills to deliver outputs and business benefits across a multidisciplinary environment.
- > Proven ability to work effectively within a team setting to contribute to the development of project plans deliver outputs and manage competing work priorities to meet agreed deadlines and commitments.
- > Ability to use high level interpersonal, negotiation, consultation and communication skills appropriate to all stakeholders.
- > Approachable and able to communicate effectively and professionally with all levels of employees and external suppliers, contacts both verbally and in writing.
- > Ability to apply analytical skills to examine complex problems and develop and implement innovative solutions.
- > Ability to develop, participate in and maintain relationships in an effective and motivated team environment.
- > Excellent computer skills with good knowledge of MS Office suite.

Desirable skills and experience

- > PRINCE2 practitioner.
- > Foundation Business Analyst skills
- > Experience in change management

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Additional Information

- > This role will be required to undergo a pre-employment drug and alcohol test and will continue to be subject to random drug and alcohol testing
- > Intrastate travel may be required
- > Successful applicant will be required to satisfactorily complete a background screening and criminal history check.
- > Flexibility and a willingness to travel and work between work locations, including intra/interstate

Sign off:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Andrew Barron
Chief Operating Officer

Date

Tracey Green
Head of People & Corporate Services

Date

As occupant of the position I,....., acknowledge, understand and agree to the statement of duties, responsibilities and other requirements as detailed in this document.

(Employee Signature)

Date

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