

## Position Description

<b>Position title:</b>	<b>Business Analyst</b>
<b>Location:</b>	<b>Head office</b>
<b>Reports to:</b>	<b>Chief Financial Officer</b>
<b>Directly manages:</b>	<b>No direct reports</b>
<b>Other Key Relationships:</b>	<b>Internal and external stakeholders, including Senior Managers, Executives, ICT, Quality, Cara Connect</b>

## Purpose

To provide Project Management, Reporting and Analytical support to the Executive and Leadership Team.

## Primary Responsibilities

- Creation of business/financial models which consider items such as service/product value proposition, customer segments, customer relationships/marketing, customer channels, income streams, partnerships, resources, key activities and cost structure.
- Competitor analysis and market research
- Systems and process design/mapping
- Systems and process analysis, including recommending and implementing improvements
- Analysis of business needs/requirements.
- Simplification and automation of business processes, including introduction of automated decision-making.
- Creation of business cases. Analysis of opportunities.
- Building and analysing reports including use of key performance indicators, targets, trends, commentary and business Intelligence tools.
- Project Management, including task allocation, tracking, reporting, and stakeholder management.
- Presenting reports and updates to relevant stakeholders.

## General Position Responsibilities

- Maintain a professional approach in the workplace by adhering to Cara's values and goals;
- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment;
- Work collaboratively to innovate and evolve outcomes consistently;
- Provide timely reports in response to scheduled or as required needs;
- Genuinely engage in professional development activities as required;
- Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure;

- Maintain a culturally aware and sensitive profile with Cara's customer base by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity;
- Engages self and others in the Performance Development Plan process;
- Maintain a healthy and safe workplace by:
  - Taking reasonable care to protect own safety and that of others whilst at work;
  - Adhering to WHS policies and procedures;
  - Obeying any reasonable instruction from Cara management;
  - Using and maintaining equipment provided for health or safety purposes;
  - Not being affected by consumption of alcohol or a drug in such a way as to endanger own safety or that of others in the workplace;
  - Actively supporting any colleague who may injure themselves at work.
- Maintain Equal Opportunity principles in the workplace by adhering to EO legislation and relevant Human Resource policies.

### Qualifications and Experience

- **Essential**
  - Minimum of 2 years' experience in the same role or similar role
  - Strong face to face and written communication (for example report writing skills)
  - Listening and critical thinking, problem solving and analytical approach
  - Current Driver's Licence
  - Relevant tertiary qualifications or equivalent experience
  - Applicable systems knowledge – Microsoft office (advanced excel including business modelling), Microsoft Visio software, Enterprise resource planning, Customer management systems, Business intelligence tools, Project management systems.
- **Desirable (but not essential)**
  - Awareness and use of open source systems

### Essential conditions

- Satisfactory worker screening as required by Federal and State Government authorities relevant to the area of work;
- Satisfactory Completion of Child Safe Environments training (can be provided by Cara);
- Some out of ordinary office-hours work;