

## POSITION DESCRIPTION

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|------------------------------|--------------------------------------|
| <b>Position title:</b>       | <b>Core Systems Business Analyst</b> |
| <b>Location:</b>             | <b>Geelong</b>                       |
| <b>Reports to:</b>           | Head of Core Systems                 |
| <b>Entities:</b>             | GMHBA (All brands)                   |
| <b>Organisational level:</b> | Technical Specialist                 |
| <b>Reports:</b>              | 0                                    |

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### Job Purpose:

To support the delivery of business value from GMHBA's Core Systems through detailed analysis, specification and delivery of software changes.

### Accountabilities:

#### Planning and Implementation

- Actively participate in all business activities such as team meetings, training and development opportunities, information sessions and committee meetings
- Contribute to delivery of all aspects of the GMHBA's overall strategic plan and objectives through planning own work and timely attendance to all delegated tasks and functions
- Collaborate and seek input from team members, specialist functions and others as required, to maximise performance outcomes
- Assist with the co-ordination of solution implementation activities including service transition

#### Requirements & Systems Analysis

- Elicit, analyse and validate business requirements, user stories and acceptance criteria
- Facilitate design sessions with relevant stakeholders and aid in defining optimal solutions to meet the business requirements
- Deliver elements of the solution design including information flow, business rules, process maps or systems documentation
- Provide advice and guidance into solution verification processes such as system testing and UAT

#### Delivery

- Lead agile delivery with a cross-functional team
- Protect the team from outside influences and prohibitors to delivery
- Foster a collaborative, delivery focused team culture

- Facilitate agile ceremonies (Sprint planning, grooming, retrospectives etc)
- Identify and manage delivery risks & issues

#### **Continuous Improvement**

- Proactively identify and assist in the implementation of improved processes and methods of engaging with business stakeholders
- Foster a culture of innovation amongst the team to challenge the status quo and look for continuous improvement opportunities to our methods of working
- Advocate awareness and demonstrate value to business stakeholders where opportunities for improvement to the way GMHBA use IT solutions are identified

#### **Regulatory & Reporting**

- Ensure compliance with the Company's Delegated Authorities, Business Plan, Policies and Standards
- Support company audit processes and make recommendations as required
- Keep up to date with regulatory trends and changes and actively participate in training and update type activities
- Prepare information and reports for management as required.

#### **Stakeholders & Advice**

- Provide advice, share knowledge and identified solutions/wins with others to facilitate strong team performance
- Foster and maintain positive and constructive relationships with internal and external stakeholders
- Ensure visibility of progress and prioritisation of relevant Core Systems activity back to key stakeholders
- Develop a robust understanding of relevant GMHBA functions in accordance with assigned initiatives
- Maintain currency of industry and IT solution trends and changes through relevant research or forum participation

#### **Other**

- Uphold the company values, culture and performance standards
- Participate in the roll-out of business change programs designed to strengthen GMHBA's performance
- Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
- It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
- The accountabilities described within may be altered in accordance with the changing requirements of the role.

### Key Relationships:

#### Internal:

- IT Services Group
- Operations & Continuous Improvement
- Customer Experience and Digital

#### External:

- Suppliers
- External consultants

### Skills, Experience and Qualifications:

#### Mandatory

- Bachelor's Degree or equivalent (IT discipline preferred) and/or minimum 3 years working in business analysis or software delivery roles
- Strong analytical skills, with capabilities to elicit and define business requirements and map them to technology solution
- Strong problem-solving skills, including root-cause analysis
- Strong communication skills including written, verbal and interpersonal
- Strong time-management and planning skills
- Experience with agile software delivery tools and techniques
- Experience with process analysis and documentation

#### Highly desirable

- Business Analyst training (such as IIBA certification)
- Certified ScrumMaster or similar
- Process improvement methodologies (such as Lean, 6 SIGMA)
- Experience working in financial services industry and/or Private Health Insurance industry