

## Position Description

**Role/Department:** Business Commercial Analyst Role reports to: Business Commercial Manager  
**Classification/Level:** C94 **Location:** North Ryde

<b>Our Vision and Organisation's Purpose</b>	
Communities collaborating to create opportunity and improve quality of life. We provide innovative services which support individuals, strengthen communities and enhance physical, social and emotional wellbeing.	
<b>Position Summary and Purpose</b>	
<p>The purpose of this role is to contribute to long term, sustainable growth of the business by improving and enhancing the New Horizons portfolio of services.</p> <p>The role is responsible to provide commercial decision making support and financial analysis and formulate reports and recommendations and support overall business improvement. Through deep analysis and financial modeling, the role will develop and improve business, market and customer intelligence with the aim of optimising productivity, increasing efficiencies, developing core capacities, enhancing service design, and ultimately improving customer attraction, engagement and retention. The role will also provide in-house business development, project management and strategic planning advice and support.</p>	
<b>Reporting lines and stakeholder relationships</b>	
<p>Internal – This role reports directly to the Business Commercial Manager. This role also supports the Customer Service Regional Managers and the Aged Care Facility to optimise performance and financial management and works closely with Finance.</p> <p>External – works collaboratively with business customers, partners and suppliers to establish and strengthen relationships that create and deliver mutual value</p>	
<b>Key Result Areas</b>	<b>1-5</b>
<p><i>Sustainable Growth: Business Development</i></p> <ul style="list-style-type: none"> <li>• Apply strategic thinking which demonstrates the big-picture, with long-term thinking and supporting analysis.</li> <li>• Challenge the status quo</li> <li>• Ensure due diligence in decision making and request for proposal processes</li> <li>• Analyze the holistic profitability and efficiency of New Horizons or a program area</li> <li>• Conduct company financial, staff, customer data analysis in order to formulate recommendation reports, historical analyses and trend forecasts.</li> <li>• Undertake qualitative and quantitative analysis of potential strategic business initiatives and providing business case assessments</li> <li>• Analyse, evaluate and report on the commercial viability of various business proposals</li> <li>• Make recommendations for profit improvement strategies and review the viability and appropriateness of expenditure/business plans</li> <li>• Prepare budgets to support the tender process</li> <li>• Provide business analysis for contracts and contribute to contract negotiation for existing and new business</li> </ul> <p><i>Financial Strength:</i></p> <ul style="list-style-type: none"> <li>• Help establish company wide data analysis best practice, processes and systems</li> <li>• Service various business units with regular and ad-hoc data analysis of information to provide insight into relevant business drivers.</li> <li>• Apply financial acumen including budgeting, analysis and modelling, and benchmarking</li> </ul>	

- Be accountable for management of portfolio budgets, and communicating with the Customer Service delivery teams about financial requirements and performance
- Help create a financially prudent culture, promoting the balance of not for profit but also not for loss

*Customer Experience Driven:*

- Work with stakeholders to seek and respond to customer feedback, trends, needs and requirements
- Work with stakeholders to ensure a program or service is person centric, putting the customer experience first

*One Horizon: Collaboration & Stakeholder Mgt*

- Manage and influence complex business relationships
- Support diverse teams to successfully deliver outcomes

*WHS and Risk*

- Assist with the identification, definition, mitigation and management of critical business risks linked to areas of accountability
- To help ensure the health, safety and welfare of self and others working in the business.
- Demonstrate and promote safe and healthy workplace practices at all times.

**Key Competencies**

- Business Development
- Business Analysis & Modelling
- Financial Management
- Accounting Qualifications
- Commercial/Business Acumen
- Influencing/Persuasiveness
- Portfolio/Project Management

**Skills/Knowledge/Experience – Essential & Desirable**

**Technical Skills:**

- Strategic thinking
- Research & analysis
- Review business contracts
- Holistic analytical and efficiency reviews
- Financial/ business management analysis and modelling including Advanced proficiency in Excel and other modelling tools

**Management Skills:**

- High level of relationship management skills and interpersonal skills to build relationships with key partners and stakeholders (government stakeholders desirable)
- Highly developed written, oral communication, listening, negotiation and presentation skills
- Self-starter with the ability to work autonomously and as part of a team
- Proven ability to prioritise a high workload and juggle competing demands

Tertiary qualification in a relevant discipline

Previous working experience in the Community/Health/NGO/NFP Industry (Desirable)

Criminal History/Police Check (essential)