

Position Description

Business Analyst

Location: Support Centre, Milton

Branch: Corporate Services

Reports to: Program Delivery Manager

Direct Reports: Not applicable

Effective Date of PD: June 2021

Primary Objective:

The Business Analyst provides leadership through stakeholder engagement in the analysis, consultation and recommendation of suitable systems, processes and procedures to enable Lutheran Services Operations to continuously progress towards efficient, productive and sustainable outcomes. Business Analyst is required to use structured and good practice approaches to review the current business model/operations and participate in coming up with the future business model/operations and defining the best way to affect the business change for achieving the target state aligned to the business objectives.

Key Relationships:

The position will consult, collaborate and network with:

- Executive Leads, Managers and Team Leaders;
- Service Managers, Support Centre and all employees as required;
- External vendors and providers for ICT and Care Systems;
- Other internal and external stakeholders as required.

This position has no direct and/or indirect reports and is not directly responsible for any of the operating budget.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Business Analyst is a **Leader of Self**.

- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Build strong relationships with team members and clients to work effectively towards common values and goals
- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;
- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objectives;
- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

Role Specific Accountabilities:

- Lead the analysis of stakeholder objectives and elicitation of business requirements (people, systems, information and processes) by utilising proven and structured approaches.
- Lead the development of business cases on behalf of the Executive Lead and work with the business stakeholders to identify the total cost of ownership and potential business benefits for the available solution options.
- Lead and conduct the gap analysis of existing capability, applications and processes by comparing the 'current state' with the 'future state(s)' aligned to the strategic objectives;
- Responsible for documenting and monitoring the traceability of requirements through to acceptance of the solution into the operations.
- Contribute to selection of the business analysis methods, tools and techniques for projects, selecting appropriately from either predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Apply relevant industry standards and frameworks and methodologies to drive maturity in ICT and Care Systems investments.

Position Requirements:**Essential:**

- Tertiary qualifications in information technology, information systems, business management, commerce or equivalent work experience in this field
- Reasonable Business Analyst experience
- Developed leadership skills along with negotiations and customer engagement
- Strong oral and written communication skills
- Experienced in mapping the Business Process, Systems and Information/Data

Desirable:

- Experience working within Care Technology/Systems is highly regarded
- BABoK knowledge/certification
- Experience with BPMN and mapping tools