



Position Description

Job Stream: Business Analysis

Position Title: Senior Business Analyst / Digital Producer

Competency Grade: 3

Reports to: Delivery Practice Lead

Direct Reports: N/A

Job Purpose:

This senior position is responsible for defining the requirements for larger client service delivery projects and for substantial in-house product development projects. The person in this role will not only run workshops and document the outcomes, they are able to manage reasonable substantial projects end-to-end and/or act as an iteration manager in our product development endeavours.

The Senior BA/DP will mentor other BAs in the team and play a major role in developing and continually improving how we run our BA practices.

This wide-ranging role works across all our key brands - Heartburst (NFP focus), Day3 (commercial focus) and Generous (donation platform).

The Senior BA/DP is expected to substantially meet the competency requirements of our Enterprise Competency Framework, covering technical, personal and general professional competencies. These are included in this PD.

All employees are required to comply with (and help improve) our operational and delivery processes as defined in the Company Manual and associated Policies, and procedural documentation available online to all staff. In particular, all staff are required to observe our Code of Conduct.

Competencies

Technical

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| Requirements Analysis | <ul style="list-style-type: none"> Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives. Selects, adopts and adapts appropriate business analysis methods, tools and techniques. Facilitates requirements / discovery workshops for a new project. Prepares business cases which define potential cost/benefits across multiple options. |
| Analytics | <ul style="list-style-type: none"> Specifies and applies appropriate mathematical, statistical, predictive modelling or machine-learning techniques to analyse data, generate insights, create value and support decision-making. |
| Business Process Modelling | <ul style="list-style-type: none"> Offers improvement ideas for how the organisation conducts process modelling. |
| Data modelling and Design | <ul style="list-style-type: none"> Can optimise a database schema and/or logical data model. Can design efficient database schemas for mid-to-high complex systems. Understands the balances of normalization vs duplication for data repositories / reporting systems. |
| Testing | <ul style="list-style-type: none"> Coordinates and manages planning of the system and/or acceptance tests, including software security testing Manages all project test processes, including test plans, resources, costs, timescales, test deliverables and traceability. Provides reports on progress, anomalies, risks and issues associated with the overall project. Reports on system quality and collects metrics on test cases. Manages client relationships with respect to testing matters. |
| User experience | <ul style="list-style-type: none"> Facilitates both moderated and unmoderated usability tests. Evaluates prototypes or designs of systems, products or services against the agreed usability and accessibility specifications. Interprets and presents results of evaluations and prioritises issues. |



General Professional

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| Finance | Understands and can articulate the need to deliver work within agreed budgets / timeframes |
| Business Process Improvement | <ul style="list-style-type: none"> Assesses the feasibility of business process changes and recommends new approaches. Manages the execution of business process improvements. Contributes significantly to continuous improvement initiatives. |
| Sales | <ul style="list-style-type: none"> Able to engage with senior client personnel of equivalent role or job function in a sales content to provide authoritative information / address queries or sales objections. |
| Consultancy | <ul style="list-style-type: none"> Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited. |
| Project Management | <ul style="list-style-type: none"> Oversees task estimation and provides project-level estimates in a sales or delivery content. Provides estimates for highly complex, technical tasks, may involve customisation, integration or new technologies. Provides advice to more junior staff on estimation . |
| Change management | <ul style="list-style-type: none"> Can recount anecdotes of change impact on projects observed. Proactively engages customers in discussions on the change impact of their projects and what project activities might be planned (with or without our assistance) to mitigate the risks and issues associated to the change impact. |
| Travel flexibility | <ul style="list-style-type: none"> Can travel interstate overnight at short notice. |
| Time flexibility | <ul style="list-style-type: none"> Able to contribute peak effort where required, but is also able to take balance time to maintain personal equilibrium. |

Behavioural Competencies

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| Behavioural | <ul style="list-style-type: none"> • Supports or manages others through formal or informal channels. • Manages, supports, encourages, directs, coaches, communicates, works with, supervises. |
| Manage self (show self-awareness, motivation and a commitment to learning) | <ul style="list-style-type: none"> • Recognises impact of own behaviour and emotions on others and adjusts accordingly. • Shows commitment to achieving challenging and complex goals. • Demonstrates a high level of personal motivation. • Seeks and responds positively to constructive feedback and guidance. • Actively seeks to acquire new skills and develop strengths. |
| Display resilience (constructively deal with and recover from challenges and obstacles) | <ul style="list-style-type: none"> • Is flexible, adaptable and maintains appropriate self-care • Constructively raises and works through issues and challenges and seeks alternative solutions |
| Communicate effectively (convey and collect information and opinions, one on one or in groups) | <ul style="list-style-type: none"> • Encourages others to contribute inputs • Uses non-verbal skills to create opportunities for others to be heard • Anticipates and addresses key areas of interest for the audience and adapts style accordingly • Tailors communication to the audience • Clearly explains complex concepts and arguments to create shared understanding with individuals and groups • Creates opportunities for others to contribute to discussion and debate • Causes understanding in others by developing logical and well-reasoned arguments • Writes fluently in a range of styles and formats |
| Manage relationships (build healthy and constructive relationships with internal and external stakeholders) | <ul style="list-style-type: none"> • Fosters cooperation across workgroups • Works intentionally towards effective partnerships with other workgroups as applicable • Translates communications/stakeholder engagement strategies into specific activities and deliverables. • Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. |

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| <p>Influence others (having an impact through influencing and negotiating with understanding, compassion and empathy)</p> | <ul style="list-style-type: none"> ● Uses appropriate interpersonal styles and methods to assert own ideas, give and receive constructive feedback and gain the agreement or acceptance of others ● Influences others with a fair and considered approach and sound arguments based on facts, knowledge and experience ● Negotiates from an informed and credible position ● Encourages others to talk, share and debate ideas to achieve agreement ● Recognises and explains the need for compromise ● Preempts and minimises conflict ● Demonstrates compassion, empathy, sensitivity and understanding in resolving conflicts and differences ● Manages challenging relations with internal and external stakeholders |
| <p>Work collaboratively (collaborate with others and value their contribution)</p> | <ul style="list-style-type: none"> ● Models and promotes teamwork and encourages a culture of recognising the value of collaboration ● Builds culture of consultation and works proactively to overcome barriers to collaboration ● Fosters productive working relationships and team well-being ● Encourages and cooperates with others to achieve common goals |
| <p>Make sound decisions (make informed decisions that align with strategy and meet organisational objectives)</p> | <ul style="list-style-type: none"> ● Makes decisions that are focused on achieving organisational strategy and outcomes ● Recognises the impact of feelings and facts in decision making ● Discerns the impact of decisions within and outside of own team/department ● Makes decisions in the face of diverse opinions or complex/crisis situations ● Uses valid, reliable and sufficient information to make decisions ● Makes decisions that are consistent with values, policies and procedures |