



Position Description

Job Stream: Business Analysis

Position Title: Business Analyst

Competency Grade: 2

Reports to: Delivery Practice Lead

Direct Reports: N/A

Job Purpose:

This position is responsible for defining the requirements for client service delivery projects and for in-house product development projects. The Business Analyst runs workshops, defines scope, documents requirements in detail, negotiates with stakeholders, and helps test solutions and helps clients navigate through the UAT process.

The Business Analyst may also take on responsibility for managing some smaller projects as well.

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

The Business Analyst 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

Requirements Analysis	<ul style="list-style-type: none"> Plans and drives scoping, requirements definition and prioritisation activities for mid-tier (sub \$100k) projects. Obtains input from, and agreement to, requirements from a range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. <ul style="list-style-type: none"> Ensures changes to requirements are investigated and managed. Contributes to the development of organisational methods and standards.
Analytics	<ul style="list-style-type: none"> Evaluates the need for analytics, assesses the problems to be solved and what internal or external data sources to use or acquire.
Business Process Modelling	<ul style="list-style-type: none"> Models recommended future ("to be") state processes using a diagrammatic process modelling approach such as data flow diagrams, business process models and notation (BPMN) or swimlane-type notations.
Data modelling and Design	<ul style="list-style-type: none"> Can draw up a logical data model in a way that reflects business rules. Uses a variety of techniques to elicit data requirements from clients. <ul style="list-style-type: none"> Can normalise an LDM to 2nd normal form. Understands / models entity attributes, applies masks and validation rules.
Testing	<ul style="list-style-type: none"> Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Creates traceability records, from test cases back to requirements. Produces test scripts, materials and regression test packs to test new and amended software or services. Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and standards.
Database Design	<ul style="list-style-type: none"> Designs database tables to 2nd normal form
User experience	<ul style="list-style-type: none"> Consults end-users (internal and external) as part of the business analysis process. <ul style="list-style-type: none"> Considers user experience issues in preparing "to be" process recommendations.

General Professional

Business Process Improvement	<ul style="list-style-type: none"> Analyses and designs business processes Identifies alternative solutions to exploit new technologies and automation. Develops graphical representations of business processes to facilitate understanding and decision making. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.
Sales	<ul style="list-style-type: none"> Able to demonstrate a capability relevant to their role (technical, marketing, etc) to prospective clients
Consultancy	<ul style="list-style-type: none"> Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
Project Management	<ul style="list-style-type: none"> Owns task estimation in a sales or delivery context.
Change management	<ul style="list-style-type: none"> Can raise questions and basic suggestions with customers on the change impact of their projects.
Travel flexibility	<ul style="list-style-type: none"> Is mobile and can travel interstate on a day trip
Time flexibility	<ul style="list-style-type: none"> Readily puts in time effort over and above the minimum requirements, particularly during periods where workloads are higher, such as tender responses.

Behavioural Competencies

Behavioural	<ul style="list-style-type: none"> • Works well without, or with limited supervision. • Applies, demonstrates, offers, reflects on, resolves, identifies, is active/proactive.
Manage self (show self-awareness, motivation and a commitment to learning)	<ul style="list-style-type: none"> • Regulates own behaviour and responds appropriately. • Shows active commitment to achieving work and training goals. <ul style="list-style-type: none"> • Maintains own motivation when the task becomes difficult. • Recognises own limitations and actively seeks feedback from others to learn and grow.
Display resilience (constructively deal with and recover from challenges and obstacles)	<ul style="list-style-type: none"> • Offers opinions and works through challenges constructively <ul style="list-style-type: none"> • Does not give up when faced with obstacles • Displays an optimistic approach to work
Communicate effectively (convey and collect information and opinions, one on one or in groups)	<ul style="list-style-type: none"> • Clarifies own understanding • Monitors own and others' non-verbal cues and adapts where necessary • Focuses on key points and speak in 'Plain English', avoiding or explaining jargon that is used <ul style="list-style-type: none"> • Clearly explains and presents ideas and arguments • Requests and provides information in well written formats • Prepares written material that is well structured and easy to follow by the intended audience • Communicates routine technical and specialist information clearly
Manage relationships (build healthy and constructive relationships with internal and external stakeholders)	<ul style="list-style-type: none"> • Works proactively as required with colleagues and partners within and outside the company. <ul style="list-style-type: none"> • Captures and disseminates technical and business information. • Provides informed feedback to assess and promote understanding. • Identifies the communications and relationship needs of stakeholder groups.

<p>Influence others (having an impact through influencing and negotiating with understanding, compassion and empathy)</p>	<ul style="list-style-type: none"> ● Utilises facts, knowledge and experience to support recommendations ● Respectfully provides own point of view and works to understand the perspectives of others <ul style="list-style-type: none"> ● Identifies others' concerns and expectations ● Works towards solution-focused and mutually satisfactory outcomes ● Identifies and resolves issues in discussion with other staff and stakeholders ● Responds constructively to conflict and disagreements with appropriate levels of compassion and empathy <ul style="list-style-type: none"> ● Keeps discussion focused on the key issues ● Adopts a 'solution-focused' approach to dealing with conflict ● Is ready to put aside personal differences for the wider benefit
<p>Work collaboratively (collaborate with others and value their contribution)</p>	<ul style="list-style-type: none"> ● Supports others in challenging situations and acknowledges outcomes that were achieved by effective collaboration <ul style="list-style-type: none"> ● Proactively contributes to a positive team spirit ● Engages with others to share information and solve issues and problems jointly
<p>Make sound decisions (make informed decisions that align with strategy and meet organisational objectives)</p>	<ul style="list-style-type: none"> ● Discerns the immediate implications of decisions ● Actively seeks out input from others and shares own ideas to achieve best outcomes ● Makes sound, timely decisions leading to effective service delivery