

Position Description – Business Analyst

DIVISION & TEAM	Delivery, Business Analysis	REPORTS TO	Head of Business Analysis (or any other position as determined and advised by JSCL)
LEVEL	3		
FUNCTIONAL RELATIONSHIPS	<p><i>INTERNAL</i></p> <ul style="list-style-type: none"> CROSS FUNCTIONAL TEAM MEMBERS (E.G. SCRUM MASTER, PRODUCT OWNER, SOFTWARE ENGINEER, EXPERIENCE DESIGNER, SOLUTIONS ARCHITECT), DELIVERY LEADERSHIP GROUP, COMMUNITIES OF PRACTICE, CLIENT LEADS 	<p><i>EXTERNAL</i></p> <ul style="list-style-type: none"> CUSTOMERS, THIRD-PARTY PROVIDERS 	
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	NO	IF YES, DELEGATED AUTHORITY AMOUNT	N/A

1. ROLE PURPOSE

- You identify a client's problems, seek opportunities, and ultimately provide solutions that help achieve the goals of the business
- You play a key role in the implementation of software systems working with people across multiple departments
- You drive identification of requirements across business units and identify substandard systems processes through evaluation of real-time data
- You play a key role in communicating between internal departments and external parties, acting as a 'translator' where necessary to convey how information technology can support the organisation's needs

2. KEY ACCOUNTABILITIES & EXPECTATIONS

Analysis

- You conduct investigative work to determine client business requirements, problems, and opportunities
- You analyse information and create suggestions for strategic and operational improvements and changes
- You produce appropriate supporting artefacts to document analysis

Requirements Definition and Management

- You effectively communicate client business requirements to the development team, collaborating with the team to develop the requirements
- You own the project requirements ensuring they reflect the current state of the project

Stakeholder Relationship Management

- You work with internal stakeholders to understand and resolve requirements of the development process
- You work with external stakeholders to understand and investigate feedback into the product provided
- You appropriately escalate client or development requirements to find resolution

Jade Values and Culture

- You know our values, what they mean to us and behave in line with them
- Feedback regarding your behaviour in line with the values from your stakeholders is positive and you seek feedback on areas where you might feel challenged
- You keep up to date with our vision and purpose, strategies and priorities. You ask questions if you don't understand and challenge when you have different ideas
- You behave in line with our policies, procedures and legislative obligations

Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year
- You engage in regular development conversations with your People Leader and actively work on areas of your development.

Safety & Wellness

- You actively participate in and support safety and wellness initiatives
 - You understand and comply with our safety and wellness policies and procedures including emergency procedures
 - Report all accidents and incidents, including discomfort and near misses promptly
 - You keep your work area tidy and clear of clutter and hazards.
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Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training		<ul style="list-style-type: none">• Relevant IT tertiary qualification• Strong working knowledge of relevant Microsoft applications, including Visio• Proven capabilities in project and user-testing management• Proven development of innovative and impactful systems solutions• Extensive experience with data visualisation• Highly proficient technical writing capabilities
Experience/Knowledge/Skills	<ul style="list-style-type: none">• Proven relevant experience in an analytics and systems development capacity• Proven problem diagnosis, analytical abilities and investigation skills• Practical experience generating process documentation and reports• Excellent communicator with strong interpersonal skills• Possesses a well-rounded toolkit of facilitation skills• Strong collaboration skills and a team-focussed approach• Customer service focus, with strong relationship-building skills	<ul style="list-style-type: none">• Advanced Excel skills