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)

REF	

FUNCTIONAL RELATIONSHIPS	*INTERNAL* • CROSS FUNCTIONAL TEAM MEMBERS (E.G. SCRUM MASTER, PRODUCT OWNER, SOFTWARE ENGINEER, EXPERIENCE DESIGNER, SOLUTIONS ARCHITECT), DELIVERY LEADERSHIP GROUP, COMMUNITIES OF PRACTICE, CLIENT LEADS	*EXTERNAL* • 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.

Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training		• Relevant IT tertiary qualification
Experience/Knowledge/Skills	• 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	• Advanced Excel skills • 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