

POSITION DESCRIPTION

Position Title	Business Process Analyst	Position Number	
Reports to	Project Manager or Program Change Manager	Functional Auth	HRM Auth
Region	IT Services Centre	Date	Date
Function	Program Management Office	Signature	Signature

Role Purpose

To analyse and improve existing business processes and design new business processes as required for all IT-related business, financial, and operations systems critical to core organizational functions. Additionally this role may be required to perform research and analysis of data in support of business functions, process knowledge, and systems requirements. Finally, the Business Process Analyst is expected to support organisational change management and project management initiatives in the delivery of project objectives in the business operating environment.

Key Challenges

- The care services industry is going through dramatic changes in the near term, making for a challenging environment to operate in.
- Working with a variety of business and project teams to deliver business cases to support organisational strategies
- Supporting projects for delivery to baselines in a challenging and evolving work environment
- Staying abreast of the new developments within the subject matter of the portfolio

Key Result Areas

1. Business Process Analysis and Information Gathering
2. Process Improvement and Design
3. Organisational Change Management support
4. Project Management Support

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Business Process Analyst

1. Business Process Analysis and Information Gathering	
Accountabilities	Capabilities
<p>To gather information and provide business process analysis expertise so that management is able to make informed decisions on operational and implementation issues.</p>	<p>Demonstrated ability to:</p> <ul style="list-style-type: none"> • Research, review and analyse the effectiveness and efficiency of existing process and develop strategies for enhancing or further leveraging these processes. • Model existing business process in order to define current business activities for the development of detailed procedures. • Identify and establish scope and parameters of process analysis in order to define impact, outcome criteria and measure taking actions. • Perform business and technical requirements analysis, business process modelling / mapping, methodology development. • Contribute to Impact Analysis to understand extent of change across the organisation, functions & individuals. • Perform analytical, mathematical and creative problem-solving. • Operate logically and efficiently with keen attention to detail. • Effectively prioritise and execute tasks while under pressure. • Communicate and translate requirements effectively between business process areas and supporting departments (e.g. ITSC). • Demonstrated ability to create systematic and manual operations procedures in both technical and user-friendly language. • Work with/interpret process modelling, analysis and simulation tools. • Apply strong analytical and conceptual skills and to create original concepts on projects. • Demonstrated ability to ensure proper coordination between IT organisation and process owners by defining conceptual and contextual levels of detail in the business process models. • Apply statistical and other research methods into systems issues and products as required.
2. Business Process Improvement/Design	
Accountabilities	Capabilities
<p>Provide process design and improvement expertise so that significant improvements to the business environment can be implemented efficiently and effectively.</p>	<p>Demonstrated ability to:</p> <ul style="list-style-type: none"> • Facilitate the re-design of business processes including clarifying, identifying issues and facilitating changes. • Prepare and deliver reports, recommendations or alternatives for improving processes in operating systems. • Perform cost-benefit and return on investment analyses for proposed changes to aid management in making implementation decisions.

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	<ul style="list-style-type: none"> • Determine and document the impact of change and suggests policy and business rule changes. • Demonstrated ability to perform continuous reviews to align processes with changed business outcomes. • Facilitate sessions with business representatives/subject matter experts or clients to identify process improvements. • Maintain and share process knowledge by embracing methods, techniques, standards and best practices.
3. Organisational Change Management Support	
Accountabilities	Capabilities
Support organisational change management activities so that implementation of project objectives and/or process improvement is efficiently and effectively applied to the business operating environment	<p>Demonstrated ability to:</p> <ul style="list-style-type: none"> • Apply listening, interpersonal, written and oral communication skills as appropriate. • Exercise independent judgement and take action on it. • Apply proven communication, analytical, and problem-solving skills. • Contribute to post implementation reviews to validate internalisation of solution to achieve realisation of benefits (undertake root cause analysis). • Contribute to the development & execution of a communications plan in accordance with the requirements of the change. • Work cooperatively with others to support the development of robust and innovative solutions.
4. Project Management Support	
Accountabilities	Capabilities
Support project management techniques and established organisational methodology to assist in the efficient and effective implementation of project objectives to the business operating environment.	<p>Demonstrated ability to:</p> <ul style="list-style-type: none"> • Apply project management skills, as appropriate. • Utilise project management disciplines in scoping, planning and analysing risks for process analysis & design work. • Apply Project Management methodology to the completion of deliverables. • Analyse project needs and determine human and other resourcing needed to meet objectives and solve problems that involve remote and elusive symptoms, often spanning multiple environments in a business area.

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Person Specification		
Professional Experience	<p>Minimum 3-5 years experience in a software development/IT environment:</p> <ul style="list-style-type: none"> defining business processes for complex systems implementations, preferable across significant, multi-site service organisations defining project scope, business case and proposals in an environment of distributed authority and autonomy; achieving process improvement in conjunction with systems implementation Business Process & IT Systems Advanced Conflict Management skills Advanced communication skills to team and governance group Keep abreast of industry trends and directions to ensure solutions will provide business with forward compatible, scalable and flexible solutions. 	<p><i>Desirable</i></p> <ul style="list-style-type: none"> Experience in related systems Experience in related fields Understanding of change management principles Understanding of project management principles Understanding of business and industry direction An understanding of project delivery & acceptance processes, preferably within a Health or Ageing environment.
Education/ Academic Qualifications	<ul style="list-style-type: none"> Possess suitable/relevant tertiary qualifications in business administration, computer science, engineering, finance or management information systems OR relevant professional experience In-depth experience with process re-design methods (eg. Business Process re-engineering, Six Sigma or Total Quality Management) 	<p><i>Desirable</i></p> <ul style="list-style-type: none">
Key Working Relationships	<p>The Business Process Analyst will form key relationships with people in the following roles:</p> <ul style="list-style-type: none"> Ageing Regional Directors & Leadership Teams Service Group Directors & Leadership Teams ITSC Leadership Team Business Solutions Managers Project Managers 	<p><i>External</i></p> <ul style="list-style-type: none"> Vendors
Direct Reports:	Nil	
Occupational Health, Safety and Welfare Requirements	<ul style="list-style-type: none"> All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. 	

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UnitingCare Ageing Expectations	All staff are expected to: <ul style="list-style-type: none">• At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures Manual• Align their work with the Vision, Mission, Values & Strategic Directions of UnitingCare• Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Behaviour, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's manager;• Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to UnitingCare.• Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement
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OTHER RELEVANT INFORMATION
This position description is indicative of the range of job requirements.

- The job comprises other accountabilities as required.
- It is the responsibility of all employees to ensure they behave in a way that is consistent with the company's Code of Ethical Behaviour, Values, and its policies and procedures.

Incumbent's Name: _____
Signature: _____
Date: _____

Manager's Name: **Stuart Pinto-Hayes**
Signature: _____
Date: _____