Position description - Digital Business Analyst

Work level	3
Group/team	Product and Service Development, Center of Excellence
Reporting to	Digital Lead
Direct reports	Nil
Employment type	Fixed Term contract

Vision, mission and values

Beyond Blue*'s* vision is that all people in Australia achieve their best possible mental health.

Beyond Blue has been providing supports and services to people in Australia for over 20 years.

We are Australia's most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide.

We are inspired by our vision that 'all people in Australia achieve their best possible mental health' and are driven by our mission to work with the community to improve mental health and prevent suicide.

We aim to achieve this through three strategic priorities:

1. Promoting mental health and wellbeing
2. Being a trusted source of information, advice and support
3. Working together to prevent suicide

At Beyond Blue the community is at the heart of everything we do.

We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment.

About the role

Role description	Beyond Blue is moving through a phase of significant business and digital transformation.
	An experienced Digital Business Analyst (BA) with a strong agile and digital background is required to support the creation of new digital products, as well as the continual improvement of our digital product suite.
	Reporting to the Digital Lead, and working closely with a team of Digital Producers and Product Managers, the BA will work collaboratively with internal partners (SME's, IT, Content, Business Intelligence) to:

- Help define scope of changes
- Elicit and document requirements, anticipating the needs of our community and driving value for them
- Lead on digital performance analysis identifying opportunities backed by data to drive solution design

	- Gather and synthesise data from a variety of sources (interviews, workshops, BI tools – including Google Analytics) - Present information to aide delivery effectiveness or drive decision making - Develop user stories and definitions of done - Develop test scripts The BA will support the team with their business analyst skills and knowledge whilst fostering collaborative relationships with the business and key program stakeholders. They are to support the agile delivery of initiatives in all stages of the solution lifecycle from strategy documentation through insights, ideation, selection, implementation and hand over to ongoing operations. Beyond Blue has a Business Analyst Community of Practise group, to enable and build internal knowledge sharing and capability building. This role will dotted line report into the BA community of practise lead.
Key accountabilities	- Prepare high quality written documents as required – including briefing papers, project management documentation, procurement documents, business cases. Typically, project documentation will be stored in confluence spaces and pages - Apply appropriate techniques and tools to model analysis and design outcomes that drive lean and effective business processes - Document as-is (current state) and to-be (future state) - Define scope, business drivers, business and community need for initiatives. - Lead requirements elicitation and facilitation of solution design workshops. - Gather functional and non-functional requirements in user story format - Facilitate meetings and workshops to capture project related EPICs, tasks, risks, issues, decisions in the project task management tool, Jira - Perform data gathering through interviews, workshop facilitation or document review - Manage requirement and test traceability throughout the project lifecycle - Document integration or data migration requirements - Develop business requirements for IT system solutions, and system configuration - Create test plans, test cases and test summary reports where required within the allocated project - Support the Scrum Master (project manager) with administrative and reporting activities - Own and manage current and new digital standards documentation, examples including but not limited to - Accessibility, Browser/Device/Operating System, API integration, quality assurance and testing - Build strong working relationships with key business stakeholders and selected solution providers. - Ensure that all work is socially inclusive and respectful of diversity
Key stakeholders	**Internal** - Work closely with Product Managers, Digital Producers, Content Producers, IT team - Liaise/partner with internal business representatives, specialist teams to ensure requirements are elicited, understood and documented

	• Collaborate with other members of the BA community of practice team to support the development of best BA practices to be used in Beyond Blue **External** • Liaise/work closely with relevant suppliers and providers in project delivery
What we are looking for - Selection criteria	
Capability	Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role) **Communication** • Uses vocabulary that is appropriate to the audience, is culturally inclusive and aligns language to Beyond Blue values • Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. • Engages in active listening and has an awareness of own and others communication styles and adapts accordingly • Is accessible, responsive and builds rapport, actively reaching out to engage or work with others and is conscious of nonverbal communication style **Community centricity** • Values community engagement and demonstrates sound knowledge of community centric principles • Demonstrates active listening without judgment and observation of non-verbal cues to establish rapport • Has foundation knowledge of (or willing to learn about) mental health and suicide prevention topics, including the risks and protective factors, and the importance of self-care • Uses inclusive language and practices when working with or talking about different communities • Demonstrates empathy and understanding of mental health and & suicide prevention, respects lived and living experience of mental health and uses it to inform work **Innovative mindset** • Shows openness and enthusiasm to learn and curiosity to try something new; is not afraid to fail or make mistakes • Asks relevant and thoughtful questions as part of day-to-day work • Generates and shares suggestions for improvement on routine work activities • Reflects regularly to draw out learning for continuous improvement and improve own output and at a team level • Reflects on how new ideas or emerging trends could be embedded into work **Digital discovery** • Is committed to competently learning and confidently using technology and digital platforms in daily work to increase efficiency and effectiveness • Uses online collaboration tools to connect, communicate and collaborate with others, and visually manage work with teams and squads

- Protects user and community data safely in adherence to Beyond Blue data governance, IT security and privacy policies
- Sources research in a relevant and productive way, and evaluates reliability of online information and data sources to inform work
- Uses technology creatively and critically to meet community expectations and business needs

Partnering

- Actively engages to build rapport with stakeholders
- Works proactively and collaboratively within own team, and with other teams to achieve shared goals
- Anticipates and ensures accountable, respectful and responsive partnership management
- Understands the current operating environment and external market and how this impacts on own area of work
- Has functional level of financial acumen and shows awareness of the commercial context within own team/business area

Agility

- Remains open and enthusiastic positive to change, sees the learning opportunities
- Provides early and frequent value while accepting ambiguity and adapting to changing priorities
- Explores alternative approaches, methods, or ideas to test ways of working.
- Values and promotes fit-for-purpose progress over perfectionism with the capacity to spring back, learn and rebuild after setbacks
- Organises work into logical sequences and delivers the work, often in sprint cadence, using a backlog of work. Engages SMEs where necessary based on objectives

Critical thinking

- Leverages data, details and context when problem solving and can synthesise, report on, and use information and research to support thinking
- Works towards understanding Beyond Blue strategy and how individual work connects to organisational success and takes responsibility for delivering on results
- Considers the implications, risks and impacts of own approaches and decisions
- Seeks subject matter experts and others' opinions or evidence to help inform decisions, solutions or practices
- Documents process as a diagnostic for visibility and clarity

Leading

- Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback
- Lives the values daily; demonstrates optimism
- Understands individual strengths and seeks opportunities to continuously grow and improve
- Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language

	• Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue's policies and procedures
Selection Criteria	**Education/qualifications** Essential • Minimum of 3 Years as a Digital Business Analyst / Business Analyst. • Agile Certification (ideally scrum master certified) Desirable • Education or training in the Business Analysis Body of Knowledge (BABOK) • A Bachelor's or Postgraduate degree in Information Technology (IT) / Information Systems (IS) or an Engineering or Business degree with a heavy focus on IT/IS
	Knowledge/skills/experience • Strong digital experience across websites and applications • Detailed understanding of web aspects like UX, UI, SEO, accessibility, analytics • Proficient in Google Analytics • Proficient in the use of JIRA, Confluence, Miro and Visio • Agile /continuous improvement experience • Experience in requirements documentation, analysis and management • Proven experience in planning, conducting and documenting the outcomes from data gathering employing elicitation techniques including facilitated workshops, meetings, document review, survey/questionnaires. • Experience in developing and leading test cases based on business process/requirements. • Experience in Business Case development and the development of the supporting Cost/Benefit models. • Experience in the development and then practical usage of data, applications and technology layers of Enterprise Architecture.

Additional information

Fairness and equality	**Health, safety and wellbeing** Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy. **Equal opportunity** Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation's policies and procedures. **Cultural competency** Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans. **Employment is subject to:**

| | - a current Police Record Check
- proof of the right to work in Australia. |