|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Position title | **Business Analyst** | | | | |
| Position reports to | Practice Lead – Business Analysis | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Business Solutions – Project Delivery | | | | |
| Location | Onsite at the Hub in Melbourne CBD or Hybrid | | | | |
| Employment type | Fixed Term | | | | |
| Direct reports | N/A | | | | |
| Why choose Beyond Blue  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.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   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 technological transformation that is targeted toward major business improvement across the organisation. An experienced Business Analyst (BA) is required to support several change activities. * Reporting to the Practice Lead – Business Analysis, the BA, will support Project Managers in the design and implementation of new services successfully across the business and into IT BAU operations. The BA will work closely with the PMs, Business Sponsors, Product Managers, SMEs and the IT Team, to deliver agile, efficient and sustainable project outcomes. * The BA will support the project squad by employing their business systems analyst skills and knowledge whilst fostering collaborative relationships with the business and key program stakeholders. They are to support the delivery of initiatives in all stages of the solution lifecycle from strategy documentation through initial solution sourcing, selection, implementation and hand over to ongoing operations. | | | | |
| Key accountabilities | Area of accountability   * 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) business processes. * Lead requirements elicitation and facilitation of solution design workshops. Gather functional and non-functional requirements in user story format. * 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. Create test plans, test cases and test summary reports where required within the allocated project. * Support the Project Manager with project administrative and reporting activities. Facilitate meetings and workshops to capture project related EPICs, tasks, risks, issues, decisions in the project task management tool called Jira. * 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 | Key stakeholders  Internal   * Liaise/work closely with the PD Project Managers, Product Managers and IT team as required for assignment of tasks, and reporting progress and issues. * Liaise/partner with internal business representatives, specialist teams to ensure requirements are elicited, understood and documented. * Collaborate with other members of the BA 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 | | | | | |
| 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 * Begins with the end in mind; analyses the audience and selects content that is fit for purpose * Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. Demonstrates enthusiasm for content * 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 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 * Understands 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 on a daily basis; 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  Knowledge/skills/experience  Essential   * Minimum of 5 Years of Business Systems Analyst / IT Business Analyst experience * Proficient in the use of JIRA, Confluence, Miro and Visio * Experience in system/application enabled business process change. * Systems analysis and/or business process analysis experience in at least 2 organisational wide business change project. * Experience in process modelling (BPMN) and data modelling and Use Case development. * 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.   Skills   * Ability to analyse documents and elicit requirements using a strong eye for detail. * Strong verbal and written communication skills to ensure clear communications with internal customers for the purposes of requirements elicitation & documentation, solution definition, and issue resolution. * Strong workshop facilitation and meeting management skills. * Process and data requirement documentation skills. * Ability to efficiently complete and present deliverables in Microsoft Visio, Miro, Excel, Word and PowerPoint using medium to advanced knowledge in these tools. * Ability to proactively identify areas for improvement, present alternative solutions to problems and gather the resources required to undertake the resolution of issues | | | | |
| 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. | | | | |