

Position description



Position title	Be You - Business Analyst			
Position reports to	Business Analyst Practice Lead			
Work level	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>
Group and team	Education and Families			
Location	Onsite at the Hub in Melbourne CBD or Hybrid			
Employment type	1.0 FTE (fixed term until 30 June 2023)			
Direct reports	Nil			

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	<p>Be You is the national mental health in education initiative.</p> <p>The Be You Business Analyst supports the Be You Digital Team in the design and implementation of digital solutions into the Be You initiative across projects and BAU digital work.</p> <p>This role ensures a user-centric experience-led approach to solution development, informed by user's needs, insights, data, research and analysis, and the Be You Digital strategy.</p> <p>Reporting to the Business Analyst Practice lead, this role works closely with the Be You Digital Lead, Be You Digital Product Managers, Be You Digital Producer the broader Be You Education and Delivery teams and the Be You Delivery Partners, Early Childhood Australia and headspace. This role will also collaborate with the Beyond Blue Digital, CRM, IT and Business Improvement teams.</p>
Key accountabilities	<p>Area of accountability</p> <ul style="list-style-type: none"> • Work with the digital team and Be You Delivery Partners to analyse users' needs/business requirements using interviews, workshops, consultations, online forums, research, data, and task and workflow analysis. • Work with the Be You Digital team to deliver digital solutions which are fit for purpose. • Document as-is (current state) and to-be (future state) business processes. • Define scope, business drivers and business needs for digital initiatives. • Support the development and implementation of the Be You Digital strategy and activity plan in alignment with the Beyond Blue Digital Strategy. • Facilitate the fit/gap assessment and assist in identifying solution gaps, analysis of requirements and determining of benefit impacts
What we are looking for	
Capability	<p>Of the eight capabilities listed in our <u>capability framework</u>, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)</p> <p>Communication</p> <ul style="list-style-type: none"> • Communicates and presents confidently and regularly with employees, community members and other stakeholders to gain their commitment; translates specialist knowledge into common language • Uses storytelling to inform others, motivate action and influences stakeholders by connecting rationally and emotionally

- Negotiates from an informed and credible position and presents persuasive counter arguments; Isn't afraid to have the tough conversations
- Creates opportunities for others to be heard and bring their point of view, encouraging robust, respectful debate
- Clearly articulates the Beyond Blue vision and upholds the brand and establishes own credibility, integrity and personal brand in interactions

Community centricity

- Uses human centred or relevant design experience approaches to create and or support meaningful service improvements or service excellence
- Competently advocates for mental health and suicide prevention services and information, empathically putting community at the heart of all we do
- Emphasises importance of community and stakeholder relationships over products and solutions with commitment to strengthen and maintain trust and demonstrates integrity
- Is aware of unintentional biases or power dynamics and takes steps to reduce bias in interactions and call out undesirable behaviours
- Factors in an external perspective to drive internal process design

Innovative mindset

- Proactively seeks out alternative ways to improve the quality, cost effectiveness and overall value add and service excellence for Beyond Blue's services
- Builds a work environment that encourages calculated risks, experimentation, and iteration, working collaboratively to explore new approaches and provide input to problems.
- Brings together diverse groups of people to bridge siloes, broaden thinking and start a dialogue
- Translates creative ideas into business improvements or practical solutions, facilitating implementation and change
- Bounces back quickly from adversity or failed ideas and takes steps to learn from mistakes to make future improvements

Digital discovery

- Establishes digital protocols and works effectively within a hybrid team
- Actively embeds digital strategies and promotes the use of technology and digital tools in day-to-day activities to better manage services and processes
- Applies appropriate consideration of data governance, legal security and privacy issues, and creates new opportunities for data information sharing
- Demonstrates a strong understanding of the importance of cyber security
- Ensure fit for purpose cross-functional processes drive technical solutions

	<p>Agility</p> <ul style="list-style-type: none"> • Applies principles of agile mindsets and tools to projects, tasks and collaborations; coaches others to implement agile mindsets, practices and risk management processes • Creates a clear road map for change to improve community outcomes; anticipates barriers and endures uncertainty without becoming negative • Applies enterprise mindset to work prioritisation and resource allocation; sets realistic timeframes and manages competing projects or changes. Prioritises and aligns projects to business strategy, managing budget, team capacity and resources • Is nimble and innovative in contract management by identify new strategies and tactics for continuous improvement and services excellence • Conducts retrospectives to evaluate change for continuous team improvement
Selection criteria	<p>Education/qualifications</p> <ul style="list-style-type: none"> • Education or training in Business Analysis Body of Knowledge (BABOK). <p>Knowledge/skills/experience</p> <p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in a similar role working with digital products • Experience in requirements documentation, analysis and management. • Excellent knowledge of user experience, customer experience, human-centred or user interface design. • Strong workshop facilitation and meeting management skills. • Experience in developing and leading test cases based on business process/requirements. • Willingness to commit to and work in line with the Beyond Blue Values. <p>Desirable</p> <ul style="list-style-type: none"> • Proficient in the use of JIRA, Confluence, Trello, Miro, Office 365 and Visio • Experience in Lean / Six Sigma.
Additional information	
Fairness and equality	<p>Health, safety and wellbeing</p> <p>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.</p>

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.
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