

### Westhaven Ltd

Our Vision – **Live how you choose**  
 Our Core Values – **C.H.O.I.C.E**

<b>Position Title</b>	Commercial Analyst	<b>Reports to</b>	Commercial Manager	
<b>Number of Direct Reports</b>	0	<b>Position Location</b>	Dubbo	

#### Purpose of the position

The Commercial Analyst will work closely with the Commercial Manager to support strategic, operational, and commercial decision-making across the organisation.

This role is highly dynamic and project-based, ideal for a self-starter who thrives in a fast-paced environment and is comfortable with shifting priorities. The successful candidate will provide analytical support, contribute to business case development, assist with financial modelling, and help translate data into actionable insights.

#### Decision making

A Commercial Analyst is expected to exercise sound judgment in analysing data, preparing recommendations, and identifying risks or trends that support informed decision making by Senior Internal Stakeholders.

Key Responsibilities	
Provision of Financial Support	<ul style="list-style-type: none"> <li>• Support the Commercial Manager with analysis of new business opportunities, strategic initiatives, and financial projects.</li> <li>• Develop, maintain, and enhance financial models for decision-making and scenario analysis.</li> <li>• Assist in preparing business cases, board papers, and executive reports.</li> </ul>
Financial Data Analysis and Reporting	<ul style="list-style-type: none"> <li>• Gather and interpret complex data from various systems (finance, operations, rostering, etc.).</li> <li>• Monitor and evaluate business performance and financial metrics, identifying areas for improvement.</li> <li>• Help design and automate dashboards, spreadsheets, and reporting tools in Excel/Google Sheets.</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Undertake commercial due diligence for new services, partnerships, and initiatives.</li> <li>• Assist in pricing strategy, revenue forecasts, and cost analysis.</li> </ul> <p>Liaise with internal stakeholders across finance, service delivery, and operations to gather insights.</p>

Knowledge, Skills, Experience and Compliance
<ul style="list-style-type: none"> <li>• Bachelor's/Tertiary qualification in Accounting, Finance, Economics, or a related field.</li> <li>• Strong analytical and problem-solving skills.</li> <li>• High proficiency in Excel/Google Sheets and financial modelling.</li> <li>• Ability to work with ambiguity and manage multiple tasks simultaneously.</li> <li>• Excellent written and verbal communication skills.</li> <li>• A proactive, adaptable, and can-do attitude.</li> <li>• Experience working in a project-based, commercial or consulting environment.</li> <li>• Familiarity with the NDIS, community services, or health sector.</li> </ul>

- Experience with data tools (e.g. Power BI, Looker Studio, SQL) is a plus.

## Key Challenges


- **Changing priorities:** The focus of work can change quickly depending on business needs, so the role requires flexibility and adaptability.
- **Working with limited information:** Sometimes you'll need to start work with only part of the picture and help shape the rest.
- **Managing multiple tasks:** Juggling different projects at the same time while keeping track of deadlines and details.
- **Turning data into useful insights:** Taking raw financial and operational data and making it easy to understand for decision-makers.
- **High attention to detail:** The work you do will be used in important decisions, so accuracy is very important.
- **Working with different teams:** You'll need to speak with people from various areas to gather the right information.
- **Keeping tools up to date:** Helping build and maintain spreadsheets and dashboards that others can use easily in the future.

## NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable

behaviours that service providers and workers should demonstrate when delivering services to people with disability.

- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework		Supervision and Frontline Management
Capability Group	Capability Name and Description	
 <p><b>Manage, supervise and coach others</b></p>	<p><b>Model and reinforce values in organisational culture and practice</b></p> <ul style="list-style-type: none"> <li>• Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.</li> </ul> <p><b>Promote quality through consistent good practice</b></p> <ul style="list-style-type: none"> <li>• Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.</li> </ul> <p><b>Support health and manage risk</b></p> <ul style="list-style-type: none"> <li>• Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.</li> </ul> <p><b>Foster and develop a capable workforce</b></p> <ul style="list-style-type: none"> <li>• Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.</li> </ul>	