

## Position Description

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| <b>Position Title:</b> | Business Analyst        |
| <b>Division:</b>       | Finance and Governance  |
| <b>Reporting To:</b>   | Chief Financial Officer |
| <b>Direct Reports:</b> | NIL                     |

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ over 2500 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The objectives of the Finance team are to work collaboratively, internally and externally to:

- Ensure correct and timely internal and external financial reporting.
- Comply with internal (policy-driven) and external (statutorily-driven) compliance requirements.
- Ensure an appropriate level of financial control frameworks the organisation.
- Proactively help all parts of the business to understand the financial implications of the work they do.
- Raise any issues that impact on Northcott's financial results in a timely fashion.

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- Ensuring the business has the appropriate financial information to ensure appropriate decision making.

### KEY OBJECTIVE OF THE POSITION:

The position will convert financial data into meaningful information through appropriate and timely business analysis. The insights from the information will help to enhance the understanding of Northcott's various business streams so that the performance of the business is continually improved, especially during the integration of Creativity Inc.

The position will support the organisation through:

- Building/modifying financial models to understand Northcott's key business lines.
- Analysis of the business to understand the critical pressure points.
- Development of key models for forecasts and budgets.
- Engaging with the other Analysts to streamline reporting production.
- Engaging with the development and implementation of group-wide systems to ensure that financial imperatives are appropriately considered and built-into those systems.
- Engaging with the broader Finance team, particularly during the month-end accounting process, to ensure that the results are accurate, explainable and a succinctly coherent narrative is provided to the business.
- Assisting with the transition of reports to Power BI.
- Working through the transition of Creativity Inc from MYOB to Navision and mapping data to the data warehouse for use in Power BI.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Excellent interpersonal skills with a demonstrated ability to build professional relationships and effectively communicate with internal and external stakeholders.
- An inquisitive-self and a love of asking "why".
- Not accepting the status quo. Push the boundaries when appropriate.
- Can-do attitude.
- Demonstrated communication skills, including the ability to present analysis and insights on a variety of platforms, including a reporting suite, such as Tableau or PowerBI, Word, Excel, and PowerPoint.
- Commitment to the rights of people with a disability.
- Confidence and capability in interpreting and communicating complex datasets from a variety of financial and non-financial databases/tools.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- 2+ years of finance/business analysis experience.
- Accounting training to a level that would be considered part-qualified, as a minimum.
- Demonstrated track record of successful problem solving.
- A style that will facilitate positive cooperation across the business.
- Advanced user of excel and reporting tools (possibly including SQL Server/Visual Basic).

### DELEGATION LEVEL

- NIL

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Awareness of client needs and the client impact from financial decisions.
- Evaluates the effectiveness of Northcott's responses to market forces.

### Relationship Building

- Establishes close relationships within the Finance team to the benefit of Finance and Northcott.
- Personally collaborates with peers to achieve organisational goals.
- Formulates external partnerships/networks.
- Builds key operational relationships.

### Problem Solving

- Independently solves problems in relation to daily activities and tasks.
- Conducts directed and self-directed investigation, research and analysis into Northcott's market and the financial implications of the sector changes.
- Generates workable and innovative ideas, concepts and techniques across Northcott.
- Thinks creatively to generate meaningful insights from available finance and business data.

### Leadership

- Engages with management and staff across all levels of the organisation.
- Listens effectively, conveys and receives ideas, information and direction in communication with other staff at equivalent, higher or lower level positions as appropriate.

### Financial Impact

- Understands financial impact of individualised funding on customers and organisation, particularly in relation to both current Northcott clients and service users across NDIS sites.
- Awareness of Northcott's share of wallet in terms of range of services offered to clients.

### Time Impact

- Makes effective use of time and facilities.
- Meets deadlines.
- Maintains a clear grasp of daily and longer term project tasks.
- Prioritises duties/responsibilities in a manner consistent with service and organisational objectives
- Effectively manages tasks.

## DUTIES

In coordination and collaboration with the Finance Team and other key Northcott stakeholders, the typical duties of this position include:

### Systems

1. Partner with Finance to gain a broad knowledge over all of Northcott's business streams
2. Partner with CareLink+ development team to understand the movement and availability of data
3. Partner with other functions to ensure an appropriate holistic view of the organisation.
4. Work closely with the implementation of systems which have a direct or indirect interaction with Northcott's financial systems.

### Models

5. Develop financial models to help understand all aspects of Northcott's business and adapt current financial models as appropriate.

### Accounting

6. Understand the financial treatment of transactions to ensure appropriate tracking and comparison to models.
7. Work with Finance team to automate processes ensuring full utilisation of all IT systems
8. Annual budgeting.
9. Periodic reforecasting.
10. Month-end reporting.

### Reporting

11. Develop innovative reporting tools to communicate financial performance across the business

### Communications

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12. Work collaboratively and communicate effectively with other Northcott services and departments.
13. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.
14. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures.

### Other

15. Other duties as determined by the CFO.

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**