

## The purpose of this position

The **purpose** of the position is to focus on aligning business needs with technological solutions at The Benevolent Society. It requires collaborating with stakeholders to assess organizational processes, gather requirements, and translate them into functional specifications for IT teams. Duties also involve problem-solving, ensuring smooth communication, using JIRA for documentation, and maintaining alignment throughout the project lifecycle. Additionally, leveraging the Business Intelligence and Analysis function is essential to furnish data, information, and intelligence to support business units in delivering, assessing, and customizing regulatory operations for the safety, health, and wellbeing of our clients.

## About the position

- This position is part of is within Finance & Corporate Services directorate.
- It's part of the IT Enterprise Application & Development team.
- This position **reports to** the Team Lead, IT Development.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a:  Budget holder  Has designated revenue or billing targets.
- This position maybe advertised externally as IT Business Analyst.

## Key areas of responsibility

The key focus areas for this role typically include:

- **Requirement Gathering and Analysis:** Meticulously collect, document, and deeply analyse business needs and objectives. Work closely with stakeholders to comprehend their requirements, ensuring clarity, completeness, and accuracy in translating these needs into actionable items for development.
- **Process Analysis and Improvement:** Delve into existing business processes, identifying inefficiencies, bottlenecks, or areas for enhancement. Analyse workflows and procedures, to pinpoint opportunities for optimisation, streamlining operations for increased efficiency and productivity.
- **Stakeholder Communication and Collaboration:** Foster clear and effective communication channels between business users, stakeholders, and technical teams. Serve as a bridge, ensuring that all parties understand each other's perspectives, needs, and limitations.
- **Solution Design and Recommendation:** Drawing on analysis, develop effective solutions or strategic recommendations that align with the organisation's goals. The solutions could involve process redesign, software implementation, or technological enhancements aimed at addressing specific business challenges.
- **Testing and Validation:** Collaborating with testing teams to assist in defining test scenarios and validating solutions against documented requirements. This ensures that the developed solutions meet the intended needs and function as expected.

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- **Change Management and Implementation Support:** Assist in change management, helping stakeholders adapt to new systems or processes. Provide guidance, training, and support to ensure a smooth transition and minimise disruption.
- **Documentation and Reporting:** Document processes, requirements, and solutions. Comprehensive documentation aids in maintaining a clear record of decisions, facilitating future enhancements or audits, and ensuring knowledge transfer within the organisation.
- **Continuous Improvement:** Participate in post-implementation reviews, gathering feedback and data to refine solutions further. Proactively seek opportunities for continuous improvement, adapting strategies to evolving business needs and technological advancements.

By focusing on these areas, the staff can effectively fulfill the purpose of establishing robust software solutions within the organisation.

## Key outcomes

**When things are going well, we would expect to see these outcomes:**

- **Streamlined Processes:** Optimising and refining existing business processes to improve efficiency and productivity.
- **Clear Requirement Translation:** Translating complex business needs into clear, concise, and actionable requirements for development teams.
- **Effective Solutions:** Designing and recommending solutions that directly address business challenges while aligning with organisational goals.
- **Smooth Implementation:** Assisting in the successful implementation of solutions, ensuring minimal disruption and effective change management.
- **Enhanced Communication and Collaboration:** Fostering effective communication channels between stakeholders, business users, and technical teams, ensuring alignment and understanding of objectives throughout the project lifecycle.

## Key Capabilities

**Essential criteria**

- Tertiary qualifications in IT or equivalent experience.
- Minimum of 3-5 years of relevant work experience in an IT Business Analyst role.
- Experience with requirement management software like JIRA, Confluence, or similar tools for documenting and managing requirements.
- Understanding of Customer Relationship Management (CRM) or Enterprise Resource Planning (ERP) systems commonly used in business environments.
- Proficiency in data and process analysis encompassing data modelling & concepts, alongside an analytical mindset for problem-solving.
- Experience identifying, gathering, and documenting business requirements.
- Ability to operate autonomously as well as collaboratively in a team environment.

- Experience in engaging stakeholders and developing relationships and ability to communicate effectively using verbal and written forms.
- Solid applied knowledge in software development principles and best practices.
- Assisting with the transition of business and facilitating the integration of changes.

## Key attributes

- Exposure to a broad range of third-party source systems such as CRM systems, HCM systems, Finance systems.
- Excellent interpersonal and customer service skills.
- Relationship building and persuasiveness.
- Ability to handle pressure and ambiguity.
- High-level self-confidence, personal integrity, and a willingness to work within the ethos of The Benevolent Society and the values of TBS.
- Demonstrated track record of problem-solving and innovative thinking is necessary.
- Working with the vendor to identify the enhancements / fixes to be delivered as part of an upgrade release and working with the business to ensure business benefit is achieved from the upgrade.
- Strong documentation skills.
- Ability to develop business process maps.
- Strong experience in writing requirement documents and test plans, conditions & scripts.

## People who know this position say that

### People who know this position say the things that might make your day are:

- Applications are optimised by user groups to an appropriate level of performance that helps them do their job more efficiently and effectively.
- Partnering with the business and vendors to resolve day to day issues.
- Leading, Implementing & maintaining standards for application capacity and performance.

### People who know this position say some key challenges you might experience are:

- Moving towards cloud solutions, SaaS and PaaS.
- Several existing applications are not fit for purpose and require upgrading or replacing.
- The sector is undergoing business model transformation from provider led to consumer led models of health and community and disability services delivery.
- Dealing with expectations regarding services and outcomes, from clients, staff, funding providers and other stakeholders.

## Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

### This position may require:

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|---|--|
| <input checked="" type="checkbox"/> Overnight travel/stays.                                       | <input checked="" type="checkbox"/> Weekend work.          |
| <input checked="" type="checkbox"/> Travel between office locations/regions.                      | <input checked="" type="checkbox"/> Evening work.          |
| <input type="checkbox"/> Travel to clients (varied locations).                                    | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. |  |
| <input checked="" type="checkbox"/> Use of TBS pool cars.   |  |

## Key relationships

**We work collaboratively with others. This position works closely with:**

Within The Benevolent Society:

- Other members of the Development team and the wider IT team
- Various business sponsors and stakeholders
- Project managers, project coordinators and leads.
- Department heads, team lead, and other staff
- Administration Staff

Outside The Benevolent Society:

- Outsourced helpdesk partners
- Outsourced Developers and Consultants
- Outsourced infrastructure providers
- Application Software vendors