

HR	Success Profile	 <p>Guide Dogs NSW/ACT Sight lost, freedom found.</p>
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Role	Business Improvement Analyst
Reports to	Operations Manager
Location	Chatswood NSW
Manages / Supervises	N/A
Date revised	May 2019

PURPOSE OF THE JOB:

Guide Dogs NSW/ACT is one of Australia’s most trusted charities with a long history of providing services to clients who have vision impairment that promote their independence.

The Business Improvement Analyst plays an important part working in a multi-stakeholder environment to facilitate the definition and documentation of requirements in order to understand and optimise new and existing processes to maximise value to the relevant stakeholders. With many differing perspectives, the Business Improvement Analyst is required to cut through opinions and drive out the real needs of stakeholders, aligned to the overall objectives of the business.

The Business Improvement Analyst will have strong analytical skills, a collaborative approach and experience identifying and implementing initiatives to improve operational efficiency and service outcomes.

KEY ACCOUNTABILITIES:

Key Result Area	Tasks
Operational Efficiencies	JOB HOLDER IS SUCCESSFUL WHEN:
Service and Operations Optimisation	<ul style="list-style-type: none"> • Key operational documentation is developed, maintained and reviewed including operational strategies, plans, policies, manuals and procedures including NDIS and CHSP. • Current processes are mapped, gaps and inefficiencies identified and improvements recommended with effective success measures. • Continuous Improvement initiatives are prioritised and implemented on time, within budget and meet quality requirements. • Issues and risks are identified and resolved in a timely manner.

Project Delivery	JOB HOLDER IS SUCCESSFUL WHEN:
Business Analysis	<ul style="list-style-type: none"> • Business cases are developed and verified as required. • Business requirements are identified, analysed, documented and communicated through workshops, review and discovery sessions. • Solutions meet the requirements of the organisation and the shareholders. • Requirements planning and management procedures are developed and implemented in adherence to Business Analysis Framework. • Appropriate tools and techniques are used to develop business analysis artefacts eg: LEAN, UML diagrams, data models, wireframes etc. • Deliverables are produced on time, within budget and meet quality requirements.
Project Tracking	<ul style="list-style-type: none"> • Project plans, milestones and outcomes are developed and achieved. • Project tasks are tracked and managed utilizing appropriate tools eg: GANTT charts. • Change control practices and issues register are in place and strictly adhered to.
Engagement and	JOB HOLDER IS SUCCESSFUL WHEN:
Stakeholders	<ul style="list-style-type: none"> • Collaborative and productive relationships are in place with stakeholders across the company and any external entities. • Communication is clear, concise and timely, encouraging collaboration and transparency and manages expectations. • All stakeholders understand requirements and acceptance criteria during business analysis. • There is timely and effective communication to stakeholders on change management, impacts, and expected outputs, success measures and what was actually achieved.
Reporting	<ul style="list-style-type: none"> • Timely and accurate reporting is provided. • Project reporting is of sufficient detail to demonstrate progress against plans, budgets, identify issues and risks. • Performance of initiatives against success measures, KPI's and outcomes is collated.

NOTES: Other related duties as required.

- Keep informed on company procedures and policies.
- Conduct all activities in a manner consistent with the Workplace Behaviour Policy.

KNOWLEDGE AND EXPERIENCE REQUIRED TO BE SUCCESSFUL IN THE ROLE:

Essential	Desirable
<ul style="list-style-type: none">• BA certification or relevant tertiary qualifications.• Demonstrated ability working in a similar role.• Strong written and verbal communication skills, including the ability to communicate effectively with non-technical resources across business functions.• A team player, with a friendly and flexible approach.• Excellent interpersonal skills with the ability to relate to a range of stakeholders from other departments and organisations.• Strong computer skills especially in Microsoft Word, Excel, Visio, Project, Outlook and PowerPoint.• Excellent business analysis, process thinking and documentation skills.• Demonstrated ability to plan, organise, prioritise and manage multiple project streams.• Strong capability to drive initiatives, overcome hurdles and make things happen.	<ul style="list-style-type: none">• Understanding of the National Disability Insurance Scheme and My Aged Care (CHSP) funding streams including the use of the portals.• Understanding of regulatory audit processes and requirements to demonstrate standards.• LEAN Six Sigma certification• Agile PM certification

[Name]

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[Date]
