
Business Analyst

Team: Shared Services

Location: Footscray

Date: August 2020

Status: Full Time

Reports to: Head of Shared Services

Our Organisation

On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services, are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.

Our Mission

On the Line is a professional social health organisation providing counselling support, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

Our Vision

Encouraging people to feel better and create a life worth living.

Our Values

Courage

- Brave and inspired leadership
- Owning our story
- Kindness and compassion for ourselves and others
- Generosity in spirit

Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Open to new and different ways of working and seeing the world

Connection

- Creating a welcoming and meaningful work environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness. Understand how our actions affect others
- Creating harmonious connections with ourselves, others and our environment

Position Purpose

The Business Analyst (BA) serves as a key liaison between the business and IT, documenting and translating functional requirements and end to end processes in line with business needs. The role aims to continuously improve the efficiency and effectiveness of On the Line's business operations, thereby enabling the organisation to achieve its strategic objective as an innovative, social health business.

The BA will be required to present their output to the business in order to validate and secure support for documented processes and requirements. Issues and roadblocks must be identified and escalated to management for effective and timely resolution.

Broad knowledge of a call centre environment, including client-centric operations as well as a strong IT and systems understanding, is desirable. A desire and interest to learn and continually evolve business processes are key requirements for this position, as are excellent stakeholder engagement and communication skills.

The BA will have a dual reporting line both to the Transformation Lead, who oversees the Project Management Office, and to the Head of Shared Services.

Key Activities

Business Requirements/Documentation

- Gather and document functional requirements in line with business needs, using consistent and agreed frameworks and templates
- Prepare appropriate materials to support the information gathering process (e.g. meetings, interviews, workshops, forms)
- Liaise with vendors and other IT specialists to ensure business requirements are understood and accurately captured from a technical perspective, resolving issues where necessary
- Assist with the preparation of materials and specifications for tender or quotation purposes
- Actively seek feedback from business customers, stakeholders and manager, demonstrating a willingness to learn and evolve skills and knowledge

Process improvement

- Understand and validate end to end business processes within On the Line as requested and prioritized by the business
- Facilitate meetings and forums to obtain the information required to accurately document business processes as per agreed objectives
- Document processes in a concise, accurate and understandable manner, validating output with business stakeholders and resolving inconsistencies
- Seek opportunities to enhance current processes and systems, simplifying or enhancing current ways of working
- Assist in the provision of logical and fact-based recommendations to achieve the business improvement

Task and issue management

- Manage all tasks and outputs, delivering to agreed objectives, targets and milestones
- Proactively resolve issues and escalate roadblocks to immediate manager or project sponsor

Key Deliverables

Activity	KPI's
Business requirements / documentation	High quality functional requirements documentation. Customer satisfaction with outputs. OTL change control processes are followed for all system or data related changes.
Process improvement	High quality business process documentation, in line with standard templates, kept up to date. Customer and stakeholder feedback for facilitation sessions. Demonstrated identification of process improvement opportunities. Practical solutions recommended in concise and clear terms.
Task and issue management	Projects delivered on time and on budget. Proactive management of implementation tasks.

What you bring to the role

- Tertiary degree in relevant discipline (e.g. IT or Project Management) or experience deemed equivalent
- At least 5+ years' practical business analyst experience
- Must have at least 1 years experience working with MS Dynamics
- Experience with working with Genesys Cloud (preferred)
- Good knowledge of Microsoft Project and Visio
- Excellent verbal and written communication skills
- Experience with call centre systems and processes highly desirable
- Demonstrated capacity to work with external vendors, ensuring business requirements are translated into technical requirements
- Strong organisational skills, including the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines
- Current National Police Records Check (or willing to obtain one)

What you will need to demonstrate

- Motivated with an ability to use own initiative
- Excellent interpersonal skills
- Reliable and punctual
- Calmness and resilience
- Flexible, enthusiastic and positive approach
- Commitment to professional development and openness to feedback and coaching
- Demonstrated ability to connect with and work collaboratively with others in a team environment

Health Safety and Wellbeing

All employees at On the Line have a shared responsibility to advocate for a healthy and safe working environment. This means that you will take reasonable care to protect your own health and safety and that of any other employee or visitor in our working environment. We all have a responsibility to report any incident or injury and to embrace key initiatives that minimise risk to you, your colleagues and On the Line.

Decision making authority

You will work collaboratively with the Transformation Lead and the Head of Shared Services and have co-authorisation or decision-making authority (refer to the Delegations of Authority Policy)

Dimensions & working relationships

Team members supported	<ul style="list-style-type: none">• N/A
Working relationships	<ul style="list-style-type: none">• CEO• Head of Growth and Innovation• Growth and Innovation Manager• Business Intelligence Analyst• Marketing and Communications Manager• Commercial Relationships and Contracts Manager• Head of Shared Services• Head of Operations• Finance Manager• Transformation Lead• Other On the Line staff as required
Shift requirements	Monday to Friday – Full Time

Position description maintenance

Reviewed Last:	August 2020
Conducted By:	Human Resources
Approved By:	Head of Shared Services
Next Review:	August 2021
Risk Rating	LOW MEDIUM HIGH EXTREME