

POSITION DESCRIPTION

Position Title:	Business Analyst, Communication & Technology
Location:	Box Hill
Reporting to:	ICT PMO Manager
Direct Reports:	Nil

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

The organisations:

St Vincent de Paul Society Victoria Inc. is the single member of VincentCare Victoria, a company limited by guarantee created in 2003 to focus on the age care services and government funded community services activities of the Society. Within the overall structure are three separate legal entities, each with their own governance structure, but sharing CEO and central offices. The organisations took the decision to co-locate their central offices in 2020. There is also to be a transition to a shared services model (including HR, Finance, IT, Risk and Marketing, Fundraising and Communications) which will provide internal services across the organisations.

St Vincent de Paul Society Victoria:

The St Vincent de Paul Society Victoria is a well-recognised and highly regarded charitable organisation established in Australia in 1854, which aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. It does this by respecting their dignity, sharing hope and encouraging people to take control of their own destiny. Staff, volunteers and members provide practical support, advocacy and friendship to the most vulnerable in our community.



St Vincent de Paul Society Victoria delivers its services through a group structure. At the core is SVdP, primarily funded through its retail network of Vinnies shops and its fundraising activities which delivers material and companionship to those in need through its home visitation, assistance centres, soup vans and a range of education programs.

VincentCare:

VincentCare provides a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria. The primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

OUR CHILD SAFETY COMMITMENT

St Vincent de Paul Society (the Society) is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as lesbian, gay, bisexual, transgender, queer, intersex, asexual (LGBTQIA), and children with a disability.

Whilst all Society programs and activities may not involve regular contact with children by members, volunteers and employees, it is the decision of the Society State Council that all Society programs and activities will be subject to the Child Safety Policy.

PURPOSE OF ROLE

This position supports the ICT PMO Manager in the delivery of the Society's ICT services and projects. The ICT PMO is responsible for the delivery of standards-based technology services to all departments and Conferences as they serve the community.

The ICT PMO strives to reach these goals through providing:

- a secure, easy to deploy and cost-effective enterprise technology architecture;
- reliable, location independent and appropriately performing access to Society information sources;
- reliable, cost-effective and maintainable business systems;
- management of ICT vendors and providers, ensuring ICT services perform to defined standards and within agreed budgets; and
- management of system performance, capability and capacity requirements (including training) to support changes in organisational requirements.

This role is responsible for identifying, developing and deploying end-user solutions for the future SVdP ICT systems, ensuring that business requirements are met while providing a variety of advisory services around technology services processes, business process development, implementation support and end-user training. This role works with stakeholders across the organisation and potential vendors to ensure that system/business requirements are identified, built and selected software is tested and fit for purpose.



KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none">• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role;• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace;• Positively contribute to and influence organisational culture;• Actively participate in activities that develop your personal and professional skills, knowledge and experience;• Regularly attend and actively participate in all team / divisional and organisational meetings;• Contribute to developing a culture of continuous improvement and respond positively to change;
Safety	<ul style="list-style-type: none">• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions;• Identify and report hazards within 24 hours of them occurring on the incident reporting system;• Manage day to day risks in line with policy and procedures;
Vendor Relationship	<ul style="list-style-type: none">• Establish relationships with new and existing vendors to meet the technology requirements of the Society;• Requirements gathering and monitoring for projects to ensure vendors deliver the appropriate level services;• Escalating with vendors any processes and software enquiries and issues;• Work closely with developers of customisations and reports;• Establish and nurture collaborative relationships based on trust, integrity, respect and community across the Society;

KEY ACCOUNTABILITIES *(continued)*

Key Accountability	Deliverables
Operational	<ul style="list-style-type: none"> • Use ICT strategy as a blueprint for the future ICT systems and projects, and interconnectivity between business applications; • In accordance with the Society's Change Management and Project Management Frameworks guide stakeholders through the processes for the successful delivery ICT projects. • Gather, document, and analyse business needs and requirements; • Communicate system design and validate proposed solutions with business at different levels (Execs and Business Users); • Obtain key inputs from stakeholders and identify solution interdependencies; • Leveraging previous ICT specifications in particular CRM solutions; • Develop an organisational specification for ICT systems and projects; • Conduct market analysis and selection; • Detailed analysis of platform solutions implemented by other states and similar organisations, incorporating lessons learnt, licensing implications, future development road maps and shared resources; • Once a platform is selected, a target state technical architecture should be developed to ensure its development and/or configuration is done holistically, mitigating the risk of inefficiently expending development resource; • Incorporate usability and user interface needs when designing business solutions; • Assess the risks of various solutions and prioritise competing business demands, etc.; • Develop test cases required for testing the system changes for all scenarios. • Conduct unit and system testing to ensure changes have been made in accordance with the business requirements; • Support the translation of business requirements into CRM solutions, including requirements approval, communication, traceability and reuse; • Use CRM workflow technology to automate business processes; • Once implemented educate end-users on CRM functionality and collaborate with the Learning & Development Team to create user resources in conjunction with the roll out;
CRM Assistance Management (Call Centre\Welfare Replacement) Member & Volunteer Management Ancillary capabilities	<ul style="list-style-type: none"> • To ensure that the implemented solution captures, distributes and records outcomes for people in needs request for assistance; • To ensure that the implemented solution enables direct distribution of requests to Conferences, access to person in need history and capture of delivered services\activities across manual and digital platforms; • Prepare necessary requirements for a migration of volunteers and members data into the chosen CRM platform/s; • Lead the migration and development of capabilities currently maintained in MS Access databases into CRM platform • Include - Twinning, Schools Db, Vouchers Db and other capabilities • Develop a requirements for future improvements to the CRM platform



PMO Manager assistance	<ul style="list-style-type: none">• Project Management framework• Implementation of the ICT strategy
Documentation	<ul style="list-style-type: none">• Articulate and document business requirements, to conduct as-is/to-be process mapping and business process re-design• Documents the functional and, sometimes, technical design of the system• Use the established ICT development processes to document and plan successful delivery of ICT projects
People Management	<ul style="list-style-type: none">• Act in a professional, responsive and collaborative manner towards customer and team relations• Establish and maintain strong stakeholder relationships with Society staff as well as other key stakeholders• Participate in meetings with internal and external stakeholders
Financial Management	<ul style="list-style-type: none">• Ensure that expenditure is in accordance with approved budgets and delegated authority levels
Other	<ul style="list-style-type: none">• Responsible for all other duties as advised by the ICT PMO Manager

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
ICT PMO Manager	Internal	<ul style="list-style-type: none"> Direct reporting, provision of information and support
ICT Team; Data Analyst, MS365 Lead	Internal	<ul style="list-style-type: none"> Direct collaboration with ICT Team and development team
Senior Executive Group and Senior Managers	Internal	<ul style="list-style-type: none"> Liaison with representatives from the respective departments to address ICT requirements
Regional Council and Conference President/ Treasurers and Volunteers	Internal	<ul style="list-style-type: none"> Direction, support and guidance as required
Other SVDP Staff, members and volunteers	Internal	<ul style="list-style-type: none"> Work with all staff and provide exemplary customer service and pro-active communication
Suppliers	External	<ul style="list-style-type: none"> Work with outsourced ICT service providers, hardware/software vendors/system architects
Compliance authorities	External	<ul style="list-style-type: none"> Advice, risk management, statutory & regulatory compliance
Peers in industry	External	<ul style="list-style-type: none"> Networking, Intelligence, support & partnerships

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will be reviewed regularly.

KEY REQUIREMENTS

Qualifications:

- Bachelor's Degree in ICT, Business, Statistics, Economics, Mathematics, Engineering, or a closely related field
or/and
- 2+ years of experience working in a role with similar functions as a Business Analyst

Experience:

- Experience in leading projects / implementations and working with all levels of stakeholders including Executive; ensuring a smooth and consultative process
- Experience in delivering projects against multiple project management methodologies (Prince2 and Agile)
- Demonstrated experience in analysis to drive decision making in meeting business requirements
- Experience in collating and presenting technical information in a coherent and concise manner
- Experience with Microsoft 365 products and services
- Experience with CRM (Dynamics 365 will be extremely beneficial), database management software, and Business Intelligence toolsets
- Experience working with SQL, querying, and building and generating system reports
- Good knowledge of current technology and software applications
- Demonstrated experience in working autonomously, whilst part of a larger team environment

Skills

- Superior Customer Service skills and solid interpersonal, written and verbal communication skills
- Advanced Excel skills
- Well-developed research, conceptual, analytical and problem solving skills
- Excellent interpersonal skills with the ability to develop good relationships with all stakeholders
- Well-developed time management skills, with an ability to meet tight deadlines
- Excellent collaboration and communication skills with the ability to effectively communicate with technical and non-technical audiences

Personal attributes:

- Demonstrated ability to prioritize and to complete a high volume of work and meet deadlines with excellent organisational skills and attention to detail
- An ability to think things through, anticipate solutions and next steps, and see the bigger picture
- Ability to work constructively and productively in a small team environment supported by vendors in an outsourced environment
- Behaves in an ethical, professional and respectful manner at all times Strong and flexible work ethic
- Awareness of, and ability to work within, the ethos of the Society

DESIRABLE

Certifications highly regarded:

- International Institute of Business Analysis (IIBA®)
- ITIL



Competencies

- Customer Focus
- Building Strategic Working Relationships
- Gaining Commitment
- Strategic Decision Making
- Time Management
- Adaptability
- Quality Orientation

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.