

Position Description

Position title:	Business Analyst
Date established:	January 2023
Reports to:	IT Delivery Manager
Direct reports:	Nil
Employment status:	Contract – 12 Months, part-time (0.6 FTE)

Background

The Sax Institute is an independent, not-for-profit organisation that improves health and wellbeing by driving better use of evidence in policies, programs and services.

The Institute has an international reputation as an Evidence Specialist, and nearly 20 years' experience in translating research findings into policy drawing on our own expertise as well as that of our more than 50 member organisations. We work with governments, health organisations, research organisations and a network of experts nationwide to analyse policy problems and find the best evidence-based solutions.

Our work covers a wide range of programs and activities but our objectives underpin everything we do. They are to:

- Build and maintain sustainable research assets that enable high-quality research and produce new knowledge for decision making.
- Drive research that contributes to policy, program, and service delivery decisions
- Give health decision makers ready access to relevant research findings and research expertise and the capacity to use them effectively.
- Lead international best practice in knowledge exchange.
- Maintain and strengthen a sustainable and effective organisation.

Division / Program Area – Corporate / Business Services

The Division is an inclusive and supportive team that provides support services to all areas of the Sax Institute and encompasses Human Resources, Information Technology, Commercial and Office/Facilities management.

Our role is to ensure that the diverse programs of the Institute have the right tools, business processes and support available at the right time and place to be able to do their jobs effectively.

The IT team play a critical role to provide information technology solutions and support the organisation and its programs to meet their goals and objectives.

Purpose of position

The Institute is embarking on an ambitious period of transformation to streamline and improve business functions with the use of effective technologies. The Business Analyst will be responsible for supporting the implementation of projects to scope, budget, and time. The role will work closely with the Institute’s business units to ensure their requirements are translated effectively for decision-making and delivery. Key to the role will be the ability to bring users on a journey of change and drive adoption to new systems, processes and ways of working.

The role is for a twelve month period (with the potential to be extended) to support a small number of high value projects that will drive improvements in project tracking, stakeholder management, data integration, analysis and reporting, predominately in the Microsoft Power BI and Dynamics 365 environments.

It will play a critical role in supporting the development of MS Dynamics for project tracking and stakeholder/contact management, including functionality, workflows and ways of working to achieve greater efficiency in how programs work. Along with colleagues it will be driving forward our agenda of IT and digital transformation, including our approach to business intelligence monitoring and reporting.

Key accountabilities

Key accountabilities	Performance expectations
Business analysis	<ul style="list-style-type: none"> Develop business processes and capture requirements in consultation with stakeholders to enable the improved delivery of IT services and solutions. Contribute towards and review of document analyses, requirements workshops, storyboards, business process analysis, use cases, user stories, scenarios, and workflow analysis. Create the functional specifications for solutions to support decision making
Relationship management	<ul style="list-style-type: none"> Build effective relationships with stakeholders to understand and analyse business processes, and challenges . Facilitate the bringing together of colleagues who are regular users of MS Dynamics to support cross-team learning, development of business rules in its use, help maintain data integrity and and drive adoption in its use. Assist with a change program, supporting stakeholders with effective change management processes and tools.
Data management	<ul style="list-style-type: none"> Support the development and management of a data governance initiative that will underpin an

	organisational logical data model for core business data.
Project coordination	<ul style="list-style-type: none"> • Develop, implement and maintain tools to support project coordination and stakeholder communication. • Support and facilitate ongoing requirements prioritisation, managing changes to requirements through effective and appropriate application of change control processes.

Qualifications, Skills, Experience and Personal Qualities - Selection Criteria

Essential

To be successful the Business Analyst should demonstrate the following technical and behavioural competencies:

- Relevant tertiary qualifications in a relevant discipline, or demonstrated equivalent skills, knowledge and experience.
- Demonstrated project experience with CRM and business intelligence solutions including the collation and integration of business data into a logical data model.
- Strong written and oral communication skills and an ability to work in partnership with people at all levels.
- Demonstrated experience in preparing project documentation including project plans, process flows, and business cases.
- Strong time-management skills; ability to complete multiple tasks in a proactive, timely and efficient manner.
- Ability to quickly adapt to an emerging maturity and readiness of the organisation to improve its systems, adopt process improvement and new ways of working
- Demonstrated experience in supporting the delivery of IT projects using change management principles, including requirements gathering, prioritisation, and stakeholder engagement.
- Strong analytical and logical approach to problem solving and translation of business requirements to relevant and appropriate technical solutions.
- Experience organising stakeholder groups and in positively influencing participation and outcomes.
- Demonstrated commitment to the utmost confidentiality and security best practice at all times.
- Demonstrated behaviours aligned to the Institute’s values – Collaboration, Independence, Innovation, Impact and Respect.

Desirable

- Experience with Microsoft Dynamics 365, Dataverse, Power Automate and Power BI will be highly regarded
- Experience in a public health research or not-for-profit environment

Key stakeholders and relationships

- IT management team
- Business unit line managers
- System end users

Key meetings/committees/working groups (that this role must be a part of)

- Dynamics 365 'Super user' meetings
- IT Planning Forum, as required