

# Position Description



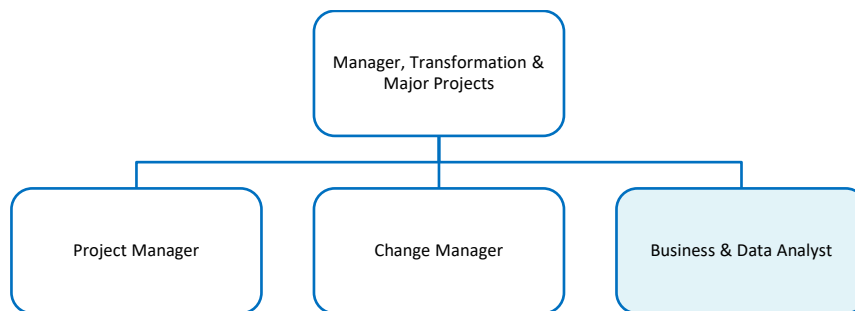
## Business and Data Analyst

<b>Tenure/Status:</b>	Fixed Term, Full Time	<b>Location:</b>	Various
<b>Classification:</b>	Salary	<b>Probation Period:</b>	6 months
<b>Reporting to:</b>	Manager, Transformation & Major Projects	<b>Other:</b>	

### Position Purpose

The Business and Data Analyst is responsible for facilitating and documenting key design decisions and control points for the AEIOU client journey. This includes mapping current and future state processes and helping to ensure a high quality fit between business process and the future state digital solution. This position is also responsible for identifying and recommending strategies for enhanced data integrity, process efficiency, and quality measurement and reporting.

### Reporting Relationships



### Key Stakeholders

- Client Information System Product Support Specialist
- Financial Controller
- Revenue Accountant
- Project Manager
- Change Manager
- Family Support team (including Enrolments)
- Centre Managers
- Manager, Strategy, Partnerships & Growth
- Manager, Innovation & Clinical Design
- Other project team members

## Responsibilities

Area	Responsibilities
<b>Positive child and family experience</b>	<ul style="list-style-type: none"> <li>● Identify and problem solve touch points with clients that currently diminish the client experience (including duplicate data capture and approvals)</li> <li>● Recommend process improvements that can streamline client data capture and maintenance</li> <li>● Collaborate on client data architecture to ensure robust and contemporary data set can be captured, enhanced, and maintained</li> </ul>
<b>Process analysis, documentation, and governance</b>	<ul style="list-style-type: none"> <li>● Build and maintain a process matrix to help identify owners and key stakeholders</li> <li>● Update and enhance current state process maps (and where relevant, SIPOCs) across the client journey</li> <li>● Work with stakeholders to define future state processes and help capture supporting documentation for system and non-system enabled steps</li> <li>● Integrate supporting documentation into corporate systems</li> </ul>
<b>Commercial analysis and measurement</b>	<ul style="list-style-type: none"> <li>● Provide support for the design and development of key measures and reports to support new processes and system capability (including process automation)</li> <li>● Support data integrity checks, data modelling, and data upgrades</li> <li>● Identify opportunities and risks associated with complex workflows that sit across systems and internal/external stakeholders</li> </ul>
<b>Enable collaboration</b>	<ul style="list-style-type: none"> <li>● Engage multi-disciplinary stakeholders in the benefits of process mapping and re-engineering</li> <li>● Assist with the development of strategies and controls to ensure compliance and alignment with new system solutions</li> <li>● Advise stakeholders on the most appropriate tool/document for visualising the flow of work</li> </ul>
<b>Project management</b>	<ul style="list-style-type: none"> <li>● Provide input into project plans and regular project reporting of risks, issues, and dependencies</li> <li>● Provide local level project management of workshops and process mapping</li> <li>● Collaborate with the project team (including the Project Manager and Change Manager) to coordinate key outcomes in alignment with the project plan / key milestones</li> </ul>

## Organisational responsibilities

- Role model AEIOU values and demonstrate excellence in professional practice and ethical behaviour
- Comply with AEIOU policies and procedures, including:
  - Workplace, Health and Safety directives and practices
  - Employee Code of Conduct – ensuring that conduct reflects our commitment to a workplace that is free from harassment and inclusive.
- Use AEIOU resources and equipment efficiently, economically, and honestly

## Selection Criteria

### Preferred qualification(s):

- Bachelor of Business or similar tertiary qualification (mandatory)

### Essential licence(s):

- QLD: Ability to obtain Positive Blue Card
- SA: Positive Working with Children Check
- ACT: Positive Working with vulnerable people (WWVP) registration
- NDIS Worker Screening Check
- COVID Vaccinations

### Job Knowledge / Ability

- Exceptional visualization and process mapping methodology skills (including BPMN 2.0, user stories, and workflows)
- Great interpersonal skills and team work
- Knowledge of client information/relationship management systems (preferably Salesforce, Lumary)
- Knowledge of accounting and financial/data analysis
- Advanced digital practice capability (preferably Visio, SharePoint Lists/Forms, and PowerQuery)
- Experience with Agile, Waterfall or Hybrid project methodologies and digital transformation projects
- Knowledge of NDIS client and funding landscape
- Knowledge of Child Care sector
- Minimum of 2 years' experience in a similar role

## Competencies

<b>Communication</b>	Well-developed interpersonal, oral, and written communication skills including documentation of work and preparation of reports; all communication is completed in a professional and polite manner
<b>Teamwork</b>	Promote cooperation and commitment within the team to achieve goals and deliverables.
<b>Planning and organising</b>	Plan, anticipate and organise work in support of achieving priorities; prepare for events ensuring resources are available and adapt to potential changes to facilitate outcomes
<b>Initiative</b>	Exemplify personal drive and integrity – take personal responsibility for meeting objectives, showing initiative, and committing energy to see that goals are achieved
<b>Time Management</b>	Adopt an efficient, effective and systematic approach to daily workload management
<b>Business acumen</b>	Makes business decisions that create, position, and deliver a value proposition to clients and measures success through profitability, cash flow and shareholder value

