

## JOB DESCRIPTION

<b>Job Title</b>	<b>Business Analyst – CMS Project</b>
<b>Department</b>	<b>Shared Services</b>
<b>Responsible to</b>	<b>Senior IT Project Manager</b>
<b>Responsible for (if applicable)</b>	<b>NA</b>

**Overall Purpose and Aim of Role:** To provide Business Analysis and Project Support on the CMS Project, to ensure that the new system meets business requirements and contains accurate data.

### CORE TASKS

#### Project preparation

- Conduct interviews with key stakeholders to understand current business needs, and prepare workflow diagrams of current and future state processes.
- Prepare a spreadsheet log of all screens and fields in the current Key Assets case management systems (PenGower).
- Assist with recruitment of the Project Working Group.
- Provide admin support for running working group meetings, and following up on project actions.
- Assist the Project Manager with preparation of a Communications Plan.
- Assist the Project Manager with maintaining Issues, Risks and Decision Logs.

#### Project execution – Design and Build Phase

- Assist the Project Manager in preparing a Data Plan.
- Prepare a field mapping of current system fields to new system fields.
- Schedule and participate in project design workshops.
- Prepare communication emails and briefings.
- Ensure the data cleansing activities are completed by working group team members.
- Assist the vendor with data loading activities.
- Assist the Project Manager with preparation of a Test Plan.
- Undertake system maintenance activities, such as checking master data which has been loaded.

#### Project execution – Test Phase

- Prepare test scenarios list.
- Prepare detailed test cases of how to conduct tests.
- Take part and assist team members with execution of testing activities.
- Assist the vendor with defect tracking in the defect log – recording defects and liaising with the technical team to ensure defects are fixed, re-tested and resolved.

#### Rollout Phase

- Assist the Project Manager with preparation of an Implementation and Cutover Plan.
- Assist the Project Manager in preparing training materials
- Assist the Project Manager in delivering system training to all users.
- Assist the project team with implementation activities.
- Assist with post go-live support.

**This role will involve travel locally and interstate, including overnight stays away from home**

**Additional Duties**

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

**PERSON SPECIFICATION**  
**Business Analyst – CMS Project**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise: **T**  
 Assessed by Documentary Evidence: **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Hold a relevant degree or an equivalent level of qualification, or substantial experience in a business analyst, systems or data role</li> </ul>	Essential	✓	✓			✓
<ul style="list-style-type: none"> <li>Hold an advanced professional qualification relating to management and/or Business Development</li> </ul>	Desirable		✓			✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>Proven ability as an advanced user of IT and electronic communications including Microsoft package.</li> </ul>	Essential	✓	✓	✓	✓	
<ul style="list-style-type: none"> <li>Demonstrated experience in the administration and maintenance of database and/or case management systems.</li> </ul>	Essential	✓	✓	✓	✓	
<ul style="list-style-type: none"> <li>Knowledge in data management and office tools including Excel and other data/reporting/querying experience</li> </ul>	Desirable	✓	✓	✓	✓	
<ul style="list-style-type: none"> <li>Experience or ability to acquire knowledge of working in the not-for-profit sector</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Ability to think strategically</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Excellent communication skills</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Proven data experience including customer segmentation and ability to turn data into actionable insights</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience of working in a target and outcome driven service delivery environment</li> </ul>	Desirable		✓	✓		
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>Strong knowledge of databases and data structures</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Understanding of good practices for presentation of data and ability for effective report writing.</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Working knowledge of database and other business support systems</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to rapidly acquire knowledge on relevant legislation arising from the various Child Protection Legislation and Government initiatives and Agendas across Australia</li> </ul>	Desirable			✓		
<ul style="list-style-type: none"> <li>A sound knowledge (or ability to acquire) of Child Protection Procedures</li> </ul>	Desirable			✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate effectively with people at all levels</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Accuracy and attention to detail, and ability to work in a fast-paced environment</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A strong sense of time management, deadlines, and the ability to adapt to diverse challenges and competing priorities</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Demonstrate initiative and creativity and work to quality standards</li> </ul>	Essential			✓		

• Ability to work as part of a multi-disciplinary team	Essential		✓	✓		
• Reliability, flexibility and dependability	Essential			✓		
• Ability to create a positive working environment where people have the opportunity to reach their potential	Essential			✓		
• Ability to maintain confidentiality	Essential			✓		
• Ability to work under pressure and handle changing priorities	Essential			✓		
• Ability to work with others in remote locations	Essential			✓		
• Ability and willingness to work flexibly including, early morning and evening work as necessary to accommodate time zones	Essential			✓		
<b>Miscellaneous</b>						
• A commitment to Equal Opportunities and Health and Safety in all work practices	Essential			✓		
• A commitment to providing a professional and quality service	Essential			✓		
• Ability and willingness to travel interstate and internationally, including occasionally residing away from home when needed or necessary	Desirable			✓		
• Ability and willingness to work flexibly including occasional out of hours work	Desirable			✓		
• Must possess a full driving licence	Desirable			✓		✓
• Willingness to undertake a relevant Police History Check	Essential			✓		
• Be prepared to seek advice where necessary	Essential			✓		

<b>Signed by Job Holder:</b>	
<b>Full Name:</b>	
<b>Date:</b>	