

Position Description

POSITION TITLE: Business Analyst

DEPARTMENT: Corporate – Information Systems

RESPONSIBLE TO: Manager, Data and Applications

DIRECT REPORTS: N/A

INDUSTRIAL INSTRUMENT: N/A

CLASSIFICATION: N/A

LOCATION: Panorama

- National Police Check
 NDIS Worker Screening Check
- Working with children check
 Drivers Licence
 Medical
- Proof of full COVID-19 vaccination or an acceptable medical exemption
- Provide evidence of completion of NDIS Worker Orientation Module

Bedford exists to support people with disability to live the life they choose through a diverse range of skill-building opportunities, from social activities, experiences, supported employment and open employment. Underpinning this is the belief that diversity, inclusion and acceptance equals belonging for people of all abilities.

People with disability who live, work, and receive care from Bedford need to do more than just get by, they should be given the opportunity and resources to learn, grow and live meaningful, confident lives.

POSITION SUMMARY

Bedford is evolving and expanding our range of employment and other lifestyle solutions for people with disabilities by providing open employment and true capacity-developing opportunities. This is truly significant positive change that will help ensure that Bedford builds on our proud 75-year history.

The Business Analyst (BA) will work closely with stakeholders across the organisation to identify, analyse and document business requirements and translate them into functional specifications for technology solutions. The BA will support the organisation's information technology strategy and business objectives by ensuring the analysis, scope and implementation of Information Technology projects are successfully completed on time in accordance with business needs.

KEY RESPONSIBILITIES

- Collaborating with both internal and external stakeholders across the organisation and be an interface between business units and the wider IT team to gather, analyse, evaluate and document business requirements in accordance with business objectives
- Working with a range of stakeholders to identify and develop business cases and concepts that align with strategic objectives and translate them into functional specifications for technology solutions
- Developing high-quality documentation including business process models, business requirements and process design documentation for new and existing systems
- Analysing current and future operational business requirements through business process analysis and identifying opportunities to improve efficiency
- Facilitating business requirements workshops to enable the development of solutions that address business issues
- Exploring software solutions, design alternatives and make recommendations that address business requirements and provide opportunities for improvement
- Developing use cases, test plans, and test cases to ensure that solutions are tested thoroughly and meet business requirements
- Collaborating and maintaining effective working relationships with relevant stakeholders to ensure that project milestones are met and that projects are delivered on time and within budget
- Conducting user acceptance testing (UAT) and obtain sign-off from stakeholders
- Providing ongoing support to stakeholders including training, documentation, and troubleshooting
- Championing the delivery of the *NDIS Practice Standards*, *NDIS Code of Conduct*, as well as the *NDIS Quality and Safeguarding Framework*

KEY CHALLENGES

- Having a thorough understanding of compliance requirements in the disability sector
- Managing multiple stakeholder expectations.
- Expertise in data migration and integration required to ensure a smooth process
- Having a solid understanding of emerging technologies and be able to assess their suitability for the business's needs
- Ensuring that any new systems or processes comply with accessibility requirements and are usable by all stakeholders

SKILLS / ATTRIBUTES

Personal Attributes

- Committed to continuous learning and professional development to stay up-to-date with industry trends and emerging technologies
- Possesses a can-do attitude
- Flexible and approachable, with a friendly manner
- A highly-skilled communicator with strong negotiation and influencing skills
- Able to work with a varied stakeholder group in a respectful, collaborative working style

- Outcome-focused, with attention to detail and able to deliver outcomes within demanding timeframes
- Strong focus on continuous improvement
- Adaptable and resilient

Essential Skills and Qualities

- Demonstrated experience as a business analyst, with a proven track record of success in delivering technology solutions that meet business requirements
- Excellent analytical, problem-solving, and critical-thinking skills
- Strong communication, presentation and interpersonal skills, with the ability to work effectively with stakeholders at all levels of the business including vendors
- Experience with business process modeling and analysis
- Knowledge of software development life cycle (SDLC) methodologies, including Agile and Waterfall
- Experience with requirements gathering, use case development, workshops and testing
- Proficient in Microsoft Suite and other business analysis tools
- Experience working in a cross-functional team environment
- Strong organisational skills and diligent, with the ability to manage multiple tasks and projects simultaneously
- Able to prioritise tasks, with resilience, in an environment with many competing priorities
- Cleared to work (NDIS Worker Screening Check, National Police Clearance)

Desirable Skills and Qualities

- Bachelor's Degree in Business Administration, Computer Science, Information Technology, or related field
- Previous experience in a similar industry

CORPORATE RESPONSIBILITIES

All staff are required to work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards) and any other legislation that is relevant to their role, and will:

- behave in a manner that is consistent with Bedford's mission, vision and values and that supports clients and employees to achieve their NDIS goals and objectives
- comply with Bedford policies and procedures as amended from time to time, including the Code of Conduct
- acquire and maintain work health and safety knowledge relevant to your position
- participate in PDP process if / when required by Bedford
- participate in mandatory training as relevant to your role and as required by Bedford

OTHER RELEVANT INFORMATION

Further information about Bedford may be found at bedfordgroup.com.au

I confirm that I have read and understood the Position Description for the position of Business Analyst.

[NAME]

Signed _____

Date _____