



Position Description

Business Process Analyst

Wesley Business Services

Agreement

Signed – Manager

Signed – Employee

Date

Date



Business Process Analyst

Wesley Business Services

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Business Services

Wesley Business Services is responsible for supporting Wesley Mission in delivering its 5-year Strategic Plan and annual Business Plans. The team provides capability in the areas of program and project management, coordinating the implementation of newly funded programs, supporting business improvement initiatives and implementing cross-organisational projects.

3 Overview of role

The Business Process Analyst, Wesley Business Services provides a key role in supporting the successful delivery of projects and continuous improvement initiatives across Wesley Mission. The role will focus on the identification, documentation and communication of business requirements, current state and future state processes – including solution design recommendations.

The role will be primarily based at the Wesley Mission head offices in the Sydney CBD, but will require travel across the Greater Sydney region to meet with stakeholders and facilitate workshops.

4 Relationships

Reports to: Project Manager, Wesley Business Services

Supervises: Nil

Key relationships: The role will work closely with the Project Managers and members of specific project teams, including project users and suppliers.



5 Major role responsibilities

5.1 Our clients

- facilitate the identification, analysis and documentation of business requirements
- identify, analyse and document current state operational processes, issues and inefficiencies
- facilitate the design, assessment and documentation of future-state business processes
- assist the design of solutions and recommendations to meet business requirements
- assist in the identification and quantification of project benefits and benefits realisation planning
- provide reliable and consistent input into the development of project and business documentation
- assist with the assessment of continual business case justification throughout the project
- maintain strong working relationships with Project Managers.

5.1.1 Performance Measures

- 90% of submissions delivered on time and within estimated tolerances
- 80% client satisfaction rating for each project as measured by the End of Project report

5.2 Our people (our team)

- provide day-to-day professional advice and support to management and staff
- promote and ensure a team culture, and adherence to the Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training and development, disciplinary action, leave, Work, Health & Safety issues etc.
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings, including regular team meetings.

5.2.1 Performance Measures

- feedback from management and staff, including your reporting manager, team members and internal and external relationships
- annual review of position description and employee contribution and development plan
- people-related policies and procedures are up-to-date

5.3 Our operations

- adopt the organisational project management framework and utilise the approved tools
- identify and support the documentation of project risks in alignment with the organisational risk management framework
- continually improve the process to identify, evaluate and implement improvement initiatives



- assist with the preparation of project costings to obtain funding for improvement initiatives
- regularly review systems and processes to seek more efficient and effective methods of change management and to ensure continual improvement
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- compliance with approved project governance processes and change management framework
- compliance with relevant legislative, regulatory, industry and contractual requirements
- compliance with relevant internal policies and procedures
- 90% of management reports and submissions submitted on-time

5.4 Our financials

- assist with the development of strategies to secure a regular and full pipeline of funded projects
- review and communicate internal charge rates annually during project initiation
- adhere to financial management processes including monthly internal invoicing billings

5.4.1 Performance Measures

- 90% accuracy of business analysis cost estimates
- minimum CPI annual growth of internal billable revenue

6 Professional responsibilities

- as requested by your manager, other activities to support the delivery of Wesley Mission's vision and values, annual Business Plan and 5-year Strategic Plan
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as requested by your manager
- in relation to Wesley Mission attend worship services as encouraged by your manager
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.



7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- displays emotional maturity and resilience
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen

Essential skills/knowledge

- qualification/s in a relevant tertiary discipline such as business, commerce or management
- minimum 3 years' experience working as a business analyst or similar role
- demonstrable knowledge and experience in identifying, analysing and documenting business requirements, current state and future state processes
- demonstrated knowledge and experience in designing solutions which meet business requirements
- highly developed documentation and reporting skills
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines

Desirable skills/knowledge

- experience with continuous improvement, including identification, proposal, implementation and measurement of improvement initiatives
- certification in continuous improvement or business process analysis methodology (SixSigma, BPM etc)
- demonstrable knowledge and experience working within a project governance framework, such as PRINCE2
- working knowledge of financial systems and accounting standards
- working knowledge of information technology infrastructure and relational databases
- not for profit or cause related experience, particularly with business analysis responsibilities
- experience in contributing to complex and diverse projects and change initiatives within a diverse community services related organisation