



EXECUTIVE RECRUITMENT • HR CONSULTING • PSYCHOLOGICAL APPRAISAL

SACS Consulting

Competency Based Recruitment

Assignment Specification

Senior Business Analyst

for

Melba Support Services

Briefed by:

Peter de Fontenay
Chief Information Officer

Prepared by:

Andrew Marty
Managing Director

Sabrina Orlandea
Consultant/Psychologist

contents

contents.....	2
organisation background	3
position specification	5
core competencies	9
inherent requirements of position	10
application process	11

organisation background

Melba makes a difference by empowering people with a disability to live the life they want. For nearly 50 years we have been supporting people to dream big, be happy and do what they choose and value. At Melba we open up a world of opportunities and make things happen for people to live life – proudly, joyously, creatively, adventurously – the way they want

Vision, Values & Purpose

Vision

A society that values the individuality and rights of all people.

Purpose

To open up a world of opportunities for people to live a fabulous life.

Values



Human Rights



Passion



Creativity



Flexibility



Fun

Melba's unique value proposition

A capacity to support people with complex needs who cannot be supported easily by other organisations.

An absolute commitment to human rights, positive behavior support and zero tolerance to abuse in all forms together with a strong focus on outcomes.

Moving forward

Through this Strategic Plan, Melba will:

- Support individuals to achieve outcomes
- Drive quality
- Deliver essential back-of-house functions
- Manage change
- Create innovation
- Empower our workforce
- Shape the future
- Simplify services

Goal 1 Drive outcomes and quality

Goal

People purchasing services from Melba receive excellent service that enables them to achieve their desired personal outcomes.

Aspiration

Melba invents the next best practice in disability support provision.

Critical actions

- Measure outcomes through the Personal Outcome Measures tool across Melba
- Enhance service delivery through technology
- Improve communication for people we support through the use of technology
- Establish and nurture reputation in new regions as 'best practice provider'
- Commit at governance and operational levels to a culture of environmental consciousness and responsibility

Cultural imperatives

- Inspire a culture of continuous improvement
 - Drive best practice
 - Imagine a future of technology-supported service delivery
- ### Risk mitigations
- Use POMs data and research findings to drive quality improvement activities
 - Complete rigorous business needs analysis prior to implementing new systems
 - Develop comprehensive change management plans for new systems
 - Ensure NDIS plans include funding for specialist communication support services where needed

Goal 2 Continue our growth

Goal

Melba will grow to meet the needs of individuals and families. Growth will be managed and considered in locations and services where we can make a positive difference. Excellence in service delivery will be fundamental to growth. Growth will not be at the expense of existing services.

Aspiration

Melba becomes a national disability support provider.

Critical actions

- Consolidate current growth
- Develop scalable, sustainable, responsive, and integrated organisational systems to support organisational growth
- Explore new service delivery locations
- Become a provider of choice to CALD and Indigenous communities
- Expand therapeutic services

Cultural imperatives

- Develop community capacity, attitudes, understanding, awareness leading to greater inclusiveness
 - Embrace feedback as a vehicle for learning
 - Dare greatly
- ### Risk mitigations
- Invest in quality assurance and improvement initiatives, and supporting IT systems, to underpin growth in services
 - Undertake workforce initiatives (see goal 3) to sustain service growth

Goal 3 Empower our workforce

Goal

Melba has a vibrant, thriving culture and an engaged, skilled workforce that is inclusive and accountable.

Aspiration

Melba is a world leader in providing disability supports.

Critical actions

- Develop a creative recruitment plan
- Expand succession planning
- Provide comprehensive and tailored learning and development opportunities to support and empower Melba's workforce
- Streamline industrial arrangements
- Measure and act on staff engagement levels
- Promote clear career opportunity pathways at Melba

Cultural imperatives

- Cultivate an empowered and curious workforce and a joyful workplace
- Nurture and embed 'The Melba Way' across all Melba services
- Feed our organisational soul (flexibility, high quality, delivering what we promise)

Risk mitigations

- Conduct exit interviews to inform workforce practices
- Develop additional target metrics to measure and monitor workforce health and performance
- Invest in innovative recruitment strategies



position specification

position	SENIOR BUSINESS ANALYST
reporting relationships	Reports to: <ul style="list-style-type: none">◆ Chief Information Officer – subject to change as the organisational structure is revised Key Internal Relationships: <ul style="list-style-type: none">◆ Melba Support Services Leadership Group◆ All Melba Support Services Australia Managers and Staff◆ All Melba Support Service Inc Managers and Staff
	Key External Relationships: <ul style="list-style-type: none">◆ Funding Bodies◆ Regulatory and Accreditation Bodies◆ Legal Advisors◆ Peak Bodies◆ Network Organisations/Groups/Other Service Providers
term	Full time, ongoing
location	The position will be primarily based in Lilydale with some work required at other Melba sites
position purpose	Melba is an organisation that requires the best, cost-effective solutions in ICT infrastructure and systems in order to deliver services to its clients in a cost-effective manner. Melba has experienced significant growth over the past 12 months resulting in an organisation with 80+ sites across Victoria and a workforce of 1300 staff. Melba needs to ensure that information and reporting from its key business systems enable it to meet NDIS requirements, identify opportunities to grow, and meet the needs of service delivery staff and management. Due to the rapid expansion of Melba we also need to identify whether the existing systems meet our growing requirements.
	The role of the Senior Business Analyst will be to understand the reporting and compliance requirements of the NDIS, identify information and reporting enhancements, develop and maintain consistent business process practices and best practice data management. As Melba does not yet have a Business Intelligence tool in place this role would be critical in determining our requirements and working through the selection, implementation and management of this tool.
position background	This is a newly created position.

key responsibilities

General

- ◆ Commitment to Melba's vision, missions, values, human rights framework and Zero Tolerance.
- ◆ Compliance with Melba's code of conduct, privacy, workplace health and safety policies and procedures.
- ◆ A commitment to creating and fostering a workplace free from bullying, harassment or any form of unreasonable behaviour towards a person, group of people or Melba.
- ◆ Conduct all duties and responsibilities in accordance with Melba's policies and procedures.
- ◆ Ensuring that all duties, responsibilities and behaviours support and comply with equal opportunity, cultural diversity and human rights values and expectations.
- ◆ Your interactions with co-workers and people supported are culturally appropriate and sensitive to each individual's needs.
- ◆ Provide opportunities that support people to live a life of their choosing irrespective of their background and differences.

Service Provision

- ◆ Identify the data and reporting that Melba requires to grow and succeed in an NDIS environment.
- ◆ Identify changes required to Melba's key business systems including but not limited to Client Relationship Management System (Civica Carelink+/Kronos Workforce Dimensions), Finance (Microsoft Business Central) and HR/Payroll (ichris/ADP Payforce).
- ◆ Define problem statements in consultation with key stakeholders.
- ◆ Develop Business Cases to support CAPEX decisions.
- ◆ Develop Project Briefs to define pathway for project execution (charter, scope, approach and team).
- ◆ Identify potential risks during planning, implementation and end-state.
- ◆ Analyse current state structure, policies, systems and operations.
- ◆ Gather, prioritise and validate business requirements.
- ◆ Identify gaps.
- ◆ Re-engineer and optimise business processes.
- ◆ Recommend fit-for-purpose solutions consistent with Melba's strategy.
- ◆ Support review of Functional Specification documents.
- ◆ Support system and UAT testing.
- ◆ Develop and document business and system processes to ensure a consistent use of systems across the organisation.
- ◆ Assist in the identification of appropriate middleware.

- ◆ Work with data architect to create architectural diagrams of systems and data flow/integration (manual and auto).
- ◆ Manage the development of a consistent approach to the development of business processes and system processes.
- ◆ Develop rules for the capture and secure storage of data within the organisation including rules for storage and retention in line with best practice and Melba's legal requirements.
- ◆ Other duties as requested by the Chief Information Officer.

People Leadership

- ◆ Work effectively to lead change, and positively influence and mobilise others to implement change by personally modelling the change.
- ◆ Champion a culture of continuous improvement within Melba and the Information & Systems team that supports Melba's organisational culture and change program.
- ◆ Provide leadership that supports a people management culture that is underpinned by EEO, human rights and builds employee resilience and inclusion. That also recognises its Duty of Care responsibilities towards their clients and employees.

Occupational Health Safety and Wellbeing (OHS&W)

- ◆ Take reasonable care for their own health, safety and wellbeing and that of others.
- ◆ Observe safe systems of work.
- ◆ Follow OHS&W policies and procedures.
- ◆ Report hazards, near misses and incidents in accordance with the agreed incident reporting system.
- ◆ Contribute to a positive culture in relation to OHS&W and participate in consultative structures.

real world outcomes

This document sets out the Real World Outcomes and the resultant core competencies that relate to the position.

Following on from this are the behavioural interview questions that will be part of the interviewing process undertaken during the recruitment process.

RWO	measurement
Effective Change Leadership	The Senior Business Analyst has led the delivery of ICT initiatives with a strong focus on developing strong and effective partnerships with key stakeholders. Stakeholders report they have been positively engaged and consulted with and feedback regarding ICT initiatives is positive and well-received.
System Innovations	The Senior Business Analyst has contributed to integrating Melba Support Services' applications and implemented effective systems for the execution of reporting and compliance requirements. Improvements to systems will have delivered an enhanced customer experience to the satisfaction of the Chief Information Officer.
Enhanced business process practices and data management	The Chief Information Officer is satisfied that the Senior Business Analyst has developed consistent business process practices and best practice data management. Improvements to processes will have delivered an enhanced customer experience for internal stakeholders.
Strong customer service focus	The Senior Business Analyst has demonstrated their ability to understand user needs and respond accordingly to resolve issues and problem solve complex business challenges. Feedback from internal customers to the Chief Information Officer indicates that the Senior Business Analyst has provided a high level of service and resolved issues and problems efficiently and effectively.
Continuous Improvement	Continuous improvement processes have been defined and maintained by the Senior Business Analyst to the satisfaction of the Chief Information Officer. This includes identifying gaps and working through the selection, implementation and management of business intelligence technology to support growth.

core competencies

skills

Competencies Required:

1. Effective written and oral communication skills
2. Strong technical skills
3. Excellent service delivery skills
4. Technical business analytical skills
5. Demonstrated people leadership skills including leading change
6. High level organisational and time management skills including a proven ability to prioritise, meet deadlines, and work autonomously
7. Stakeholder engagement and collaboration skills
8. Ability to synthesise and translate information
9. Strong team building and influencing skills

knowledge / experience

Competencies Required:

1. Minimum five years' experience in business analysis roles
2. Experience assessing requirements across organisation
3. Experience identifying and initiating change in systems and processes
4. Experience in developing business case documentation and developing and maintaining business process documentation
5. Knowledge and understanding of relational database technologies
6. Experience in developing customer focused service delivery and reporting information in a Human Services environment – desirable

qualifications

1. Relevant tertiary and/or post graduate qualification

values / attitudes

Competencies Required:

1. Honest, ethical and professional
2. Understanding of, and a commitment to, the values and goals of the organisation
3. Objective and transparent in accountability

4. Capacity to inspire and motivate others
5. Collaborative and committed to partnerships
6. Self-motivated including a continuous learning and improvement mindset
7. Broadminded and open to innovation
8. Flexible and adaptable
9. Clear and open communicator
10. Commitment to service excellence, human rights and zero tolerance

Inherent requirements of position

1. Compliance with OHS regulations, legislation and Policies and Procedures
2. Successful completion of Pre-Employment Safety Screening checks and mandatory training and their subsequent renewals
3. Cleared Police Check for disability within the last three months
4. Working with Children's check
5. Must satisfy all visa requirements for working in Australia
6. Current Driver's license

application process

Our typical application process is detailed below. Please don't be alarmed if this process alters slightly as from time to time there are unforeseen delays and some of our clients request alterations to the below process.

Your application to SACS will initially involve you applying online and submitting your current resume SACS for our review in relation to a particular position.

Upon review of resumes, candidates whose resume appears to match our client's brief will be emailed a series of behavioural questions (5-8). These candidates will then be requested to email a response of 1-2 paragraphs per question back to SACS. This forms a more formal application to the role and in most cases these answers will be presented to our client in a formal candidate report.

Upon review of responses, you may then be progressed to an online Zoom video interview with 1-2 SACS Consultants. In general your Consultant will be back to you within 10 working days of the interview to advise you if you will be progressing to the panel interview process with our client.

Our client then meets you usually in a panel format (this will likely be via online video conference), one of your SACS Consultants may also be on the interview panel.

You will be given a timeframe at the panel interview and we will ensure you are advised of the outcome of your application within the agreed timeframe.

If you are taken forward from the panel interviews you will then be requested to complete psychological testing which we typically ask you to complete online, through the SACS Psychometric Assessment Portal. If you are successful in making it to the final stage of the process, we will request that you provide us with two work related referees.

If you need assistance or adjustments to participate in the application or interview process, please contact Sabrina Orlandea on 1300 130 965 or sabrinao@sacsconsult.com.au

If you have any questions about your application at any stage please don't hesitate to call us on 1300 130 965.

To apply for this exciting position with Melba please visit our website
<https://sacsconsult.com.au/job-seeker/> and apply via the role.