

## ROLE PURPOSE: Business Analyst



### Our Vision

We see a world in which no person is needlessly blind or vision impaired.



### Our Purpose

We are determined to deliver Fred Hollows' vision of preventing blindness and restoring sight.

We work around the world so that no one is left behind, and in Australia we work tirelessly to ensure that Aboriginal and Torres Strait Islander people can always exercise their right to sight and good health.

Our priority is to work with communities to improve their own eye health. We do this through life-changing surgeries and treatments, training doctors and health workers, generating new ideas, and pushing for change at all levels – from local to global.

**At The Fred Hollows Foundation we offer a career where your talent and energy will help many see tomorrow.**

### How we value your contribution:

#### Remuneration package

We aim to provide an overall remuneration package that is attractive and fair. Our global remuneration framework ensures we align to local pay, employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

#### Salary packaging

We qualify as a health promotion charity so the Australian Taxation Office (ATO) allows us to reimburse you for personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in addition to the income Tax Free Threshold.

#### Leave

You will have access to 20 days of paid annual leave each year (pro-rated for part-time employees) and receive 17.5% leave loading when you take annual leave. You will also receive 5 days paid leave between the Christmas and New Year period and other types of leave such as personal (sick or carers') leave, paid parental leave, long service leave and compassionate leave. In addition, we provide culturally significant leave for employees with commitments under Indigenous and other cultural customs, traditional laws or religions.

#### Paid parental leave

We provide 14 weeks paid parental leave for primary carers at full pay and 4 weeks paid parental leave for non-primary carers. In addition, upon receipt of notification from the Family Assistance Office, primary carers may access 18 weeks paid parental leave at the statutory rate.

#### Performance & development

Our performance and development framework enables you to work closely with your manager to plan, manage, and review your performance throughout the year. This approach also enables you to discuss development opportunities and areas for growth.

#### Learning & development

Our approach to learning and development will enable you to have the information, skills and knowledge needed to do your job. We build the capacity of our people and support you with on-the-job experience, coaching and formal learning.

#### Leadership

Leadership is a key priority for us. We have customized leadership programs for leaders at all levels that are focused on supporting our people to be inspired, empowered and to make an impact in their work so that together we can achieve our vision.

#### Study support

We are proud that so many of our people are tertiary educated and we are committed to supporting tertiary education that is relevant to your work through our global study assistance program. Relevant applications for study support are considered annually, providing financial assistance and study days.

#### Recognition

Our recognition program has been designed to recognize and acknowledge our people who live our values of Integrity, Collaboration, Empowerment and Action, in everyday activities. We recognize our people in three ways: Peer-to-peer, manager recognition, as well as length of service.

#### Flexible work arrangement

You will have access to flexible work arrangements. We encourage a spirit of mutual flexibility, enabling discussions between you and your manager about maintaining work-life balance.

#### Health & safety

We are committed to supporting your health, safety and wellbeing. We have worker Health & Safety Representatives in each of our offices to assist in making your workplace safe.

#### Employee Assistance Program

You and your family will have access to free external, professional and confidential counselling assistance if you need help with personal, family or employment related matters.

### To work in the Foundation you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions which are identified as working with children.



Role purpose defines the broad accountabilities of the positions, which may change based on organisational need.

Please refer to divisional, team and individual work plans for more specific details

## ROLE PURPOSE

**Role Title:** Business Analyst

**Division:** Business Operations

**Location:** Sydney

**Date:** April 2022

**Employment type:** Full time, Permanent

**Reports to:** Head of Process and Change

**Number of direct reports:** Nil

**Leadership Band:** Leads Self

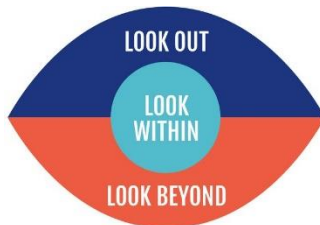
### Purpose of the role:

The Business Analyst will identify business areas that can be improved to increase efficiency and strengthen business processes. They will also support the systematic efforts to identify and document business processes across The Fred Hollows Foundation. They will lead efforts to effectively conduct process reviews with multiple key stakeholders and aim to redesign procedures utilizing digital and non-digital solutions with a focus on simplification and automation.

### Key Responsibilities:

- Utilize business analysis techniques and tools to document pain points and identify opportunities across organizational wide processes
- Analyze and critically evaluate current state processes and re-design future (desired) states to be more efficient, meeting operational outcomes
- Collaborate and develop excellent professional relationships with cross divisional and global stakeholders to identify opportunities for process improvement and workflow efficiencies, including implementation of digital solutions
- Design, deliver and facilitate workshops/meetings with a variety of stakeholders (end user to Senior Management)
- Explain technical concepts to non-technical users by acting as a business translator between customers, technology teams and internal teams
- Work closely with IT technical/development teams or vendors to ensure that captured business requirements are effectively translated into functional requirements and solution designs
- Defining user stories, acceptance criteria and test cases for processes that require software solutions
- Support and strongly incorporate concepts of change management and organizational design (theory and practice) into engagements with the business and project stakeholders
- Support and practice project management techniques as part of project teams or leading small project initiatives
- Ability to focus on the details while maintaining an understanding of the big picture
- Other tasks as requested by the manager

### Our Capabilities:



### As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

### Essential Experience:

- Extensive experience in business analysis techniques and tools
- Advanced use of Microsoft Suite (Teams, Dynamics and Visio is a must), Atlassian Jira, PowerApps and financial systems exposure.
- Strong experience with business requirements, system selection and solution design
- Strong communicator with good business acumen and presentation skills
- Proven experience working in an agile environment as part of a multi-disciplined team and can self-lead and manage time effectively
- Well-developed problem-solving skills and can apply sound judgment when proposing solutions
- Demonstrated capacity to work effectively in cross cultural/mixed language environments
- Familiarity with concepts of change management and end user experience
- Experience writing practical communications, user guides and instructions to support process and system changes.
- Passionate about improving processes, implementing new technology and leveraging digital applications.

**Skills:**

- Excellent communication skills, including fluency in written and spoken English.
- Highly developed analytical, conceptual problem-solving skills
- Computer literate and extensive experience with Microsoft applications e.g. Outlook, Word, Excel, Planner, Visio, Dynamics, Power BI and financial systems
- Extensive documentation skills with high attention to detail
- Excellent interpersonal skills and ability to influence, negotiate and build productive relationships with internal and external stakeholders
- Succinct planning, Organisational and time management skills
- Self-motivated, can work with minimal supervision and maintain performance under pressure
- The ability to work constructively within a team environment
- Experience in mentoring and coaching teams at different levels

**Desirable Experience:**

- Prior experience with large system selection, design and implementation in either Finance (ERP) or marketing / customer (CRM) or similar.
- Formal organizational change (PROSCI, CCMP etc.)
- Process design and optimization (Lean, Kaizen etc.)
- Good experience with project management approaches, tools and phases of the project lifecycle
- Worked with software development teams to articulate functional requirements
- Requirement life cycle management via tools like Atlassian JIRA in an agile manner
- Exposure and/or development of education and training campaigns for systems, data and process
- Excellent system and process knowledge to ensure alignment between system, process, and people within the desired to-be organizational design state

**Qualifications:**

Bachelor's Degree in Project Management/Organisational development; certification in business analysis (CBAP) as well as green belt in Lean Six Sigma.

Desirable qualifications include an MBA, PROSCI and black belt in Lean Six Sigma will be an added advantage.

**Travel:**

Occasional international and domestic travel required

**The position involves:**

This position is recognised as having "Contact with Children" either direct or indirect  
This position does not involve "Working with Children" either direct or indirect.

**Additional Responsibility:**

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.