

Position Description

Business Analyst – Salesforce & Business Systems Support

This position description outlines the role purpose, key responsibilities, values and skills required to successfully perform in your role.

Status: Full-time (12 month fixed term)	Location: Sydney
Reports to: Data & Tech Lead	Direct reports: Nil
Key relationships: Services & Programs Team Finance & Operations Team Revenue Team Marketing Team	

Purpose of the role:

The Business Analyst supports Camp Quality's business systems by working with staff to understand needs, resolve system issues, improve processes and deliver practical solutions. The role combines day-to-day business systems support, Salesforce configuration, requirements gathering, training, testing and project coordination.

This is a practical, hands-on business systems role combining Salesforce administration, staff support, requirements gathering, process improvement, testing, training and project co-ordination.

Qualifications and training

Preferred:

- Salesforce Business Analyst Certification.
- IIBA Certifications or similar.

Experience and knowledge

Required:

- Experience supporting users of CRM or business systems.
- Experience working with Salesforce or similar CRM platforms.
- Ability to gather, clarify and document business requirements.
- Ability to troubleshoot issues, communicate clearly with non-technical users and follow through to resolution.
- Experience documenting processes, user guides or support notes.

Preferred:

- 2+ years' experience in administration/support of Salesforce CRM or Salesforce Certified Administrator.
- High proficiency in technical writing.

- Track record for being detail-oriented with a demonstrated ability to self-motivate
- Experience with senior business stakeholders.

Other requirements for this role:

- Highly organised and adaptable with the ability to prioritise, meet tight deadlines and successfully coordinate multiple tasks
- Analytical and conceptual thinking skills.
- The ability and willingness to use initiative, anticipate stakeholder needs and work independently as required
- A demonstrated willingness to work as a collaborative team member
- Current driver's license
- Some out of hours work will be required
- Some inter / intra state travel may will be required
- Other duties as required from time to time
- Current Working With Children Check

Role Responsibilities

Determining what success looks like for this role will be expressed in Key Performance Indicators – ‘KPIs’. KPIs will be developed with the incumbent and reviewed with the manager on a regular basis.

KEY AREAS OF RESPONSIBILITY
<p>Document Business Processes and Requirements</p> <ul style="list-style-type: none"> • Gather, validate, and document new business requirements as user stories. • Review, analyse, and evaluate existing business processes. • Identify areas of improvement through data analysis and customer interaction. • Perform user story mapping to better understand our requirements
<p>Technology Plan</p> <ul style="list-style-type: none"> • Assist with determining business value of requirements gathered. • Assist with prioritising user stories previously identified. • Have a thorough understanding of existing systems and processes. • Explore different solutions, their risks, benefits, impacts to the organisation. • Assist with documenting the technology plan. • Conduct tests, surveys, workshops to refine the technology plan. • Assist with the implementation of new systems and features.
<p>Internal and external customer support</p> <ul style="list-style-type: none"> • Provide support across the organisation as part of a shared responsibility within the Data & Tech team. • Maintain list of support requests in system, identify and document common support issues and trends. • Assist with testing Salesforce/other systems when new functionality/versions are released.
<p>Training delivery</p>

KEY AREAS OF RESPONSIBILITY

- Conduct business application training to employees to ensure best practise and organisation efficiency.
- Develop and implement training plans for new applications or features.
- Deliver training for new staff to ensure best utilisation of our applications.
- Identify training gaps and ensure individual training needs are met, to develop users' knowledge and competency.

Expectations for every Camp Quality employee

- Uphold the Camp Quality Values and culture through conduct that aligns with Camp Quality's Values and Behavioral Statements
- Has read, understands and complies with key Safeguarding Children & Young People (SCYP) policies
- Complies with SCYP monitoring and reporting requirements
- Will successfully complete SCYP training, ensuring ongoing compliance
- Takes reasonable care for the health and safety of themselves and others
- Understands and complies with the CQ Safety Culture & Safety Management Systems
- Reports hazards and incidents and participates in risk management practices, as required

Skills required for Success

Skill Groups	Application to Role
Communication	The ability to effectively communicate to meet the needs of the role and objectives of the organisation.
Collaboration	The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
Teamwork	Seeking to understand and building on differing perspectives of others to enhance team efficiency and quality outcomes.

Our Organisational Values

At Camp Quality, we are passionate about our work and the real-life benefits we create for our families, employees, volunteers and communities. Every day we strive to make life better and create a positive impact on our environment.

We have five values that express our shared understanding of what we believe, how we aim to behave and what we aspire to be as an organisation.

	VALUES IN ACTION FOR MY ROLE
Optimism Spreading positivity, hope and enthusiasm in the way we interact with others	<ul style="list-style-type: none"> • Demonstrates and role models optimism and positive energy • Demonstrates resilience against challenges and obstacles • Influences outcomes positively
Integrity Encouraging trust through personal leadership	<ul style="list-style-type: none"> • Models and demonstrates high standards of trust, openness and respect for others • Provides a high level of advice & support and honours commitments and promises to stakeholders • Is productive, diligent, conscientious and timely in work performance
Celebrating Life Approaching Life as an adventure	<ul style="list-style-type: none"> • Performs work responsibilities wholeheartedly, with energy and commitment • Demonstrates motivation to complete challenges and tasks • Contributes to acknowledging positive performance & effort of others
Accountability Accepting responsibility for actions and results	<ul style="list-style-type: none"> • Accepts responsibility for actions and results for area of expertise • Takes ownership of performance standards and mistakes • Manages emotions effectively with work volume and recovers quickly from setbacks
Excellence Seeking greatness in all that we do	<ul style="list-style-type: none"> • Values and inspires the highest quality of service in all relationships • Maintains attention to detail to achieve high level of performance • Demonstrates efficiency and quality in own work to grow the business • Focuses on high performance results above expectation

Signed:.....

Date:.....