

	Position Title:	Business Analyst
	Division	People and Culture
	Band:	People Services
	Salary:	STAR Agreement
  	Date:	July 2026

ROLE PURPOSE

Adopting a collaborative and structured approach, the Business Analyst will work on a strategic project that aims to rationalise and stabilise technologies at Berry Street Yooralla. We are seeking a Business Analyst to contribute to the delivery of a complex, multi-stream Human Resources Information Systems (HRIS) and Wages Compliance program for Berry Street Yooralla. Given its scale, complexity and impact across the organisation, this program is a strategic priority with regular Executive and Board oversight.

The Business Analyst is responsible for process analysis and system functional design for delivery of fit-for-purpose HRIS technologies for Berry Street Yooralla. Whilst this role will be employed by Berry Street – the Business Analyst will work across the organisation.

PRIMARY OBJECTIVES

The primary objectives of the Business Analyst role are:

- Analyse current business processes and document clear requirements and future-state (“to-be”) processes.
- Lead business process analysis activities, including workshops and synthesis of complex information.
- Work with technical and business stakeholders to design improved practices that align with chosen technologies.
- Develop artefacts (e.g. business requirements, system requirements, user stories, functional specifications and acceptance criteria) to ensure solutions deliver business value.
- Communicate technical concepts in plain language (e.g. operational procedure definition) and, where necessary, support change readiness and transition activities.

REPORTING RELATIONSHIPS

This role is based in the Collins Street office on Wurundjeri Country and reports to the Senior Program Manager, HRIS & Payroll Compliance who will provide supervision and review.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.

ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
Requirements Gathering & Analysis	• Establish a detailed understanding of specific Berry Street Yooralla's end-to-end processes and technologies relevant to assigned project/s. • Lead the elicitation, clarification, and documentation of business requirements. • Understand compliance requirements including data governance, security, and quality standards. • Investigate current state processes, pain points, and opportunities for improvement. • Conduct gap analysis and impact assessments.
Business Process Mapping	• Document current ("as-is") business processes using recognised methodologies (e.g., BPMN). • Design future-state ("to-be") processes aligned to project objectives and business strategy, ensuring consistency and traceability. • Identify optimisation opportunities to improve efficiency, quality, or compliance. • Facilitate workshops with stakeholders to validate processes and requirements and participate in quality reviews.
Solution Design & Evaluation	• Actively facilitate the translation of business requirements into system functional requirements, delivering system design which is both simple and effective. • Contribute to solution design discussions ensuring alignment with business needs. • Validate proposed solutions, ensuring they meet requirements and deliver value. • Where necessary, support the assessment of technology options and vendor solutions. • Support the development of user stories, acceptance criteria, and test scenarios.

Stakeholder Engagement	• Manage relationships with stakeholders (internal and external). • Collaborate with cross functional teams to ensure project alignment, dependency management and optimisation • Manage expectations and ensure alignment between business needs and solutions. • Communicate complex information in clear, plain language for diverse audiences.
Project Delivery Support	• Assist in scoping, estimating effort, and defining deliverables. • Support project planning, dependency mapping, and risk identification. • Understand and participate in IT change governance forums. • Work closely with Project Managers, architects, SMEs, and vendors. • Provide BA artifacts (requirements docs, process maps, decision logs) to project team • Understand impact of proposed changes on existing people, processes and systems and consider this in project scope • Assist in assessing organisational readiness for change. • Contribute to training materials, communication plans, and transition documents. • Support business users during UAT and post-implementation. • Help embed new processes and practices across a diverse workforce • Help to identify, qualify and develop mitigations for risks and issues
Other	• Fulfil reporting, administration, and governance requirements. • Proactively share knowledge and experience to colleagues • Access and ability to maintain a Home Workspace to facilitate working from home as required. • Other duties as required.

KEY SELECTION CRITERIA knowledge, skills, and abilities required to fulfil the role

- Strong communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated business analysis experience on at least one HRIS transformation project, involving technology, process and people change.
- Demonstrated 5+ years of business analysis experience with strong track record designing and delivering quality business outcomes in technical projects, ideally working across the full project lifecycle from initiation to go-live.
- Strong ability to present alternative outcomes, propose solutions and 'think outside the box' to drive innovation, courage to challenge and disrupt the status quo.
- Demonstrated experience in eliciting and documenting business, functional and non-functional requirements from a diverse set of stakeholders using best practice methodologies e.g. BABOK.
- Demonstrated experience developing strong client relationships by building trust, rapport and positive working relationships with key sponsors, stakeholders, and team members.

QUALIFICATIONS AND OTHER MANDATORY REQUIREMENTS

- Bachelor qualification in Information Systems or a related field.
- Staff members must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Occasional
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Occasional
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Not Applicable
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Occasional
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Daily
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily