

Position Title: Business Analyst	Entity: Indigo Australasia Inc (Indigo)
Reports to: Manager - Digital Services and ICT	No of Direct Reports: 0
Industrial Instrument / Job Level: Common Law Contract - Tier 4 Professional	Primary Location: East Perth
Position Requirements	
<p>Primary Purpose</p> <p>This role will work closely with the business operations, reporting to the Digital Services and ICT Manager. It will provide strategic and technical leadership. Liaising with internal stakeholders to facilitate and develop business requirements and translate into highly technical and detailed scopes ready for the implementation by our internal development team. The role will assist and support a strategic direction to grow a portfolio of fit-for purpose sustainable Digital products and services.</p>	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment. • Ensure all incidents, accidents, injuries, hazards, or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program. • Contribute to developing and nurturing a culture that supports wellbeing. • Develop, plan and oversee WHS processes and activities. • Manage WHS incidents from initial report, investigation to conclusion – liaising with WHS Committee and other stakeholders. • Reports and analysis of WHS data as required. • Identify and implement safety improvements working collaboratively with the Work Health and Safety committee and program. • Ensure appropriate training is aligned with needs to individuals’ responsibilities related to WHS and the Organisation. <p><u>Functional</u></p> <ul style="list-style-type: none"> • Engaging with stakeholders to fully understand their needs and advise how requirements will be implemented. • Working with the dev team to elaborate stories, answer questions, and provide information for what needs to be delivered. • Use data gathered via workshop facilitation, elicitation, data analysis, and modelling to provide recommendations to stakeholders on improvements and gaps in data quality, process, and testing. • Identify project objectives, scope, deliverables, and measures of success. • Assist with scoping of the effort and timescale estimates for technical development activities. • Provide technical and operational support to the internal development team. • Prepare functional requirement specifications. • Prepare high level design documentation. • Work with business partners to deliver expected business outcomes. 	

- Assist in preparation, verification, and validation of test plans.
- Assist with resolution of technical issues arising during the project lifecycle and the support phase.
- Identify issues, risks, and associated mitigation strategies during the development cycle.
- Assist Management during design reviews.
- Oversee the transition of completed projects to internal support.
- Support activities related to future tenders as required.
- Ongoing reporting on project progress.

Strategic

- Contribute to, and demonstrate by example, the vision, mission and values.
- Contribute to the creation and implementation of the Group’s overall long-term strategy and annual business plans (i.e. think strategically about the group and the organisation).
- Contribute to driving and enhancing long term organisational sustainability and performance.
- Participate and/or engage in all activities that relate to Group strategic initiatives and key issues.
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation.

People & Culture

- Demonstrate collaborative behaviour across the organisation to contribute to ensuring ‘one organisation’ where multifunctional team performance is optimised.
- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes.
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs and embedding these within the Group (initiated via the Brand and People Group).
- Role model positive leadership to employees.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.
- Manage resource requirements to ensure appropriate coverage within approved budget.

Budgeting & Administration

- Meet activity based KPI’s.
- Ensure delivery of services and support within agreed budgets
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations

Key Performance Indicators & Measures

Indicators of effective performance in the position. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time. .

Key Relationships

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal

- Directors / Board Members

External

- Corporate customers

<ul style="list-style-type: none"> Executive team Leadership team All other teams in the organisation 	<ul style="list-style-type: none"> Sector peers/competitors Peak bodies Government representatives and departments (local, State and Federal) Consultants and advisors Small & Medium Enterprises Suppliers and vendors Community care customers and families
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Key Behaviours

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be primarily be in Operational Behaviours with some Leadership Behaviours.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>
<input type="checkbox"/> Aligning Performance for Success <input checked="" type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input checked="" type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Adaptability <input type="checkbox"/> Building Customer Loyalty <input checked="" type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input checked="" type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input checked="" type="checkbox"/> Digital capability <input checked="" type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input checked="" type="checkbox"/> Agile Approach <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust <input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Client Liaison <input type="checkbox"/> Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input type="checkbox"/> Organisation & Self -Management <input type="checkbox"/> Quality & Work Standards (including clinical or/ and technical) <input checked="" type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity

General Assessed

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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Work Related Requirements

Knowledge & Skills (Social, Personal & Technical) & Equipment

The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position.

- Capability to build relationships, effectively negotiate and influence others.
- Implement change management activities, to achieve successful outcomes.
- Ability to liaise with senior leaders and key stakeholders both internally and externally.

- Ability to think and act strategically, exercising sound judgement.
- Ability to prioritise and meet deadlines, sometimes working with incomplete information.
- Sound understanding of customer relationship management.
- Networking, influencing and relationship building skills

Work Experience

- Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role
- Operational and/or change management experience

Clearances, Licences or Registrations

NDIS Check <input checked="" type="checkbox"/>	WWC <input type="checkbox"/>	AHPRA <input type="checkbox"/>	NCCHC <input type="checkbox"/>	Drivers Licence <input checked="" type="checkbox"/>	Other (specify) <input type="checkbox"/>
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Qualifications

Degree qualification in Business or similar disciplines (or) significant relevant industry and positional experience

Extent of Authority

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Vilko Poznovia

Date Reviewed/Modified: 26/04/2024 Reviewed by Amoné van Heerden

*All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

Risk Assessed Role (NDIS Worker Screening Check) No not risk assessed role

Date the role was assessed: 2/02/2023 Assessed By: Lisa Karabin, People & Culture Manager

*Will depend on the role