# Position Description – Business Analyst

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| Dept/Location | Award/Agreement & Classification | Report to | Direct Reports |
| Finance  All sites | Award Free, GV Level 6 | Commercial Manager | Nil |

## Scope

At Gowrie, we are passionate about getting the right people onboard who will help us to achieve our purpose to champion excellence in early childhood education and care. The early childhood sector has many workforce challenges and is about to embark on a period of significant change.

The Business Analyst will work with both internal and external stakeholders to lead and implement a broad range of IT initiatives as part of enabling the delivery of Gowrie Victoria’s strategy.

The Business Analyst will build trusted partnerships with all business units, working closely to analyse and understand their needs, translating these requirements into technology solutions and ensuring that these initiatives remain aligned with Gowrie Victoria’s strategic objectives.

The role is diverse, covering remits for both operational and strategic objectives with responsibilities ranging from detailed requirements documentation and technical specifications, assisting with the resolution of escalated technical issues, managing external relationships with IT vendors, and oversight of IT governance. Importantly, the role is designed to deliver tangible initiatives and create positive impact for Gowrie.

## Responsibilities

Gowrie Victoria is a flexible learning organisation. As such, the following is a list of indicative responsibilities for this role:

* Use project management methodologies, principles and techniques to develop project plans and to cost, resource and manage projects
* Ensure business outcomes and requirements are defined and delivered by business processes and technology solutions in line with stakeholder expectations and Gowrie’s strategic priorities
* Develop detailed business requirements, solution designs and other relevant documentation
* Build and manage effective relationships with internal and external stakeholders including vendor management
* Deploy functional solutions, including creating, adopting and implementing system test plans to ensure acceptable quality and integrity of systems
* Facilitate the delivery of our IT strategy including ensuring IT initiatives are appropriately planned and project managed; interdependencies are identified; progress is monitored and reported; and stakeholders are engaged throughout the process
* Identifies and evaluates inefficiencies and recommends optimal business practices and improvements
* Assist with project communications and change management activities as required
* Develop and maintain appropriate IT governance frameworks – to be applied as part of project delivery and to support ongoing operations

## Relationships

### Key Internal Relationships

* Leadership team, including Executive, Early Learning Managers and Adult Learning leaders; Learning and Organisational Development Lead

### Key External Relationships

* IT vendors, including our managed service provider (ITConnexion) and other technology delivery partners

## Required Competencies and Attributes

### Knowledge, Skills & Experience

* Demonstrated experience as an IT business analyst with a background in requirements gathering, process mapping, client and customer journeys and user requirements and stories
* Demonstrated project management experience utilising project management methodologies
* Demonstrated experience in system improvement and implementation
* Advanced verbal communication skills with the ability to translate technical and business concepts to a range of audiences
* Demonstrated high level organisational and problem-solving skills, with an ability to manage and deliver several projects or business processes concurrently, including monitoring performance against operational timelines, standards and objectives
* Sound analytical skills with high-level attention to detail
* Demonstrated understanding of change management principles and methodologies
* Expertise in the Microsoft Office 365 Suite including MS Teams, SharePoint, etc.

### Qualification, Certification and Training

Essential:

* Tertiary qualification in Information Technology or related field
* Able to meet the compliance requirements of working in a children’s services organisation

Desirable

* Formal IT, project management and/or business analysis specific certifications

### Values Alignment

Gowrie Victoria’s purpose is underpinned by our Values which guide us in our daily practice, decision making and actions. To be successful at Gowrie Victoria you must possess the following attributes:

* Demonstrate the flexibility to learn and grow;
* Invest time in building relationships;
* Consistently pursue higher standards;
* Cultivate a friendly and supportive environment.

## Employee Acceptance

I <insert full name>,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

of <insert residential address>\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

accept this position description which is aligned to and in accordance with my employment agreement with Lady Gowrie Child Centre (Melbourne) Inc. I accept all items, tasks, content and responsibilities outlined within this position description.

Employe Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_