CIVIC

Job Description

Our vision is "Human Potential, Realised".

Position: Business Analyst

Reporting: This role reports to the General Manager Digital Experience

Objective: Civic Disability Services is a not-for-profit organisation that provides support to individuals with disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as valued members of the community. We do this by providing the right support at the right moment.

The key objectives of the Business Analyst / Project Lead role are to:

- Collaborate with stakeholders to generate innovative ideas as well as identify and document business requirements that address the organisation's core needs
- Deliver transformation initiatives in line with the organisation's strategic vision, ensuring projects are delivered on time, within budget and achieve the intended business benefits
- Build project and change management capability across Civic

Duties and responsibilities:
1. Contribute to a collaborative, solutions-focused culture by working with stakeholders to identify requirements using various methods including but not limited to interviews, requirements workshops and data and document reviews
2. Partner with the business to assess stakeholder needs and solve organisational issues across people, process and platform domains
3. Work closely with internal and external stakeholders to ensure requirements are clearly documented, understood and acceptance criteria are well defined
4. Apply change management practices to initiatives to increase the likelihood of success
5. Prioritise and manage the delegation of work as per the approved budget, schedule and scope to meet or exceed organisational objectives, proving guidance to other staff in the use of the organisation's project management framework
6. Coordinate scope definition, project planning as well as cost and time estimating during requirements and design phases to produce accurate estimates
7. Accurately forecast, track and project cash flow, authorising project budget expenditure within the agreed delegation limit
8. Apply relevant quality assurance practices to ensure deliverables are being completed to standard and project activities are carried out according to best practice
9. Proactively manage and apply risk mitigation techniques as necessary
10. Produce and maintain IT and project related documentation
11. Assist in transitioning projects to operational teams including preparing handover documentation and coordinating handover sessions to ensure true ownership

12. Operate in a manner consistent with corporate and ethical values
13. Adhere to the organisation's code of conduct, policies and procedures
14. Analyse applications and IT solutions to make recommendations in line with the organisation's digital strategy

Essential criteria:

- Minimum 3-5 years' Experience working as a Business Analyst/Project Manager across operational improvement, application and/or data projects
- Highly developed interpersonal and influencing skills coupled with strong stakeholder engagement skills
- Excellent attention to detail, strong analytical, communication and presentation skills with the ability to work well with technical and non-technical resources
- Demonstrated proficiency in general analysis techniques encompassing workshop facilitation, interviewing, joint application development, storyboarding, user stories, estimating, and data analysis
- Experience in leading workshops and documenting detailed functional and technical requirements
- Qualifications in Information Technology and/or Project Management
- Excellent oral and written communication skills
- Ability to own and see tasks through to completion with minimal or without guidance
- Proven ability to achieve results working in a fast paced and dynamic environment Ability to respond to multiple deadlines and resolve risks and issues that arise in accordance with the organisation's risk management framework
- Strong customer satisfaction focus and proven experience in delivering excellent solutions
- Knowledge of SQL and Business Intelligence tools desirable