

Position Description

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| Position Title | Business Analyst |
| Location | Brisbane |
| Team | Operations |
| Employment Status | Full-time or Part-time (0.6 FTE or 0.8 FTE) |
| Award | Social, Community, Home Care and Disability Services Industry Award 2010 (Social and Community Services) |
| Level | 5 |
| Reports to | Chief Financial Officer |
| Direct Reports | Nil |
| Version | October 2023 |

PURPOSE OF POSITION DESCRIPTION

The purpose of this position description is to document the purpose, desired candidate attributes and key responsibilities encompassed within the role. The key areas of responsibility and performance indicators are tied to performance review and career development. This document should be reviewed annually as changes in the organisation may result in the need to update the position description.

SECTION 1

OUR VISION

Lung Foundation Australia enables life-saving lung health and lung cancer research, and champions programs so that Australians with lung disease and lung cancer can live their best life.

OUR MISSION

By 2030, Lung Foundation Australia will be recognised as one of the world's most innovative and effective lung health charities and a fearless leader of lung health and lung cancer policy, programs and research.

STRATEGIC PILLARS

- Healthy lungs for all
- Australia's lung health research funding incubator
- Impactful and meaningful lung disease programs and support
- Valuing our people

- Purposeful leadership and ethical governance.

LUNG FOUNDATION AUSTRALIA VALUES

Our values are represented by **BE FAIR**

- **Bold** | be proactive and take risks that achieve our Mission.
- **Entrepreneurial** | be focused on outcomes and strive to find new ways of working, remembering we are profit-for-purpose.
- **Fair** | be equitable and work in the interests of all our stakeholders, particularly patients and their carers.
- **Agile** | be responsive and proactive to create positive change.
- **Innovative** | be inventive and find new ways of doing things that achieve our Mission.
- **Respectful** | be honest and work hard every day in every way – we are funded by the community they should expect nothing less.

OUR TEAM

Lung Foundation Australia is an award-winning profit for purpose organisation and national peak health and advisory body. Lung Foundation Australia aspires to be an Employer of Choice. Lung Foundation Australia is entering a period of accelerated growth consolidating three years of strong performance which saw the Foundation named Non-Government Organisation of the Year in 2020 and 2023 and The Voice Projects Best Place to Work over the last three years.

Before applying we encourage you to learn more about our Mission and impact by reading our Annual Impact Report <https://lungfoundation.com.au/about/annual-reports/>

We operate from three offices: Brisbane, Sydney and Melbourne with a national footprint established by our support and research programs. We are committed to work life balance and flexibility in the workplace.

As our impact grows with increased government and community funding so does our team and our army of volunteer supporters.

SECTION 2

PURPOSE OF THIS ROLE

The Business Analyst works with LFA business units to develop and document business processes, requirements, and reporting needs. You will work closely with the Senior Leadership Team to build from the ground up our Business Intelligence System (BIS).

Using data analytics, this position will guide LFA's decision making processes, whilst supporting the Senior Leadership Team in transforming LFA by developing, documenting and optimising systems and

processes. The Business Analyst will support the Executive with process enhancements to enhance the Leadership team's decision making.

The Business Analyst will adapt to changing work priorities and move between areas of work depending on immediate needs.

SKILLS, QUALIFICATIONS AND KEY ATTRIBUTES REQUIRED (KEY SELECTION CRITERIA)

Qualifications

- Degree in Business and/or IT
- Business Analysis (CBAP) or equivalent
- Project management / Agile / Scrum certification

Experience

- 5+ years experience as a Business Analyst.
- Experience in process mapping activities on existing enterprise systems (current state) and transitioning to new systems (future states) or Experience in business process optimisation, business requirements documentation, gap analysis and continuous improvement delivery mode.
- Extensive project management experience – both leading and managing projects or bringing BA expertise to influence/inform existing projects.
- Ability to undertake Quality Innovation Performance (QIP) Accreditation processes.
- Comprehensive knowledge of industry best practice regarding process maturity methodology.
- Strong understanding and demonstratable experience documenting business requirements through traditional BRD/BRS and agile epics, features and user stories.
- Core systems business analysis experience (CRM, ERP, Finance, Incident/Risk etc)
- Lead and facilitate information gathering workshops to support information gathering across varying systems of business improvement projects.
- Experience in process review, documentation, optimisation and improvement.
- Advanced ability in Microsoft Office Suite.
- Experience in MS SharePoint and document control.
- Prior experience in the non-government sector would enhance your suitability.

Knowledge and Skills

As the ideal candidate, your skills and attributes include:

- Strategic, commercial mindset with a high degree of business acumen.
- Excellent interpersonal communication and influencing skills with the ability to develop and maintain constructive relationships across a diverse group of stakeholders.
- Proven analytical background.
- Committed to continuous quality improvement.

- Ability to manage projects including responsibility for moderately complex projects including planning, coordination, implementation and administration.
- Skilled in producing high impact, reliable information to influence change, in a timely manner.
- Internally motivated, with the ability to identify and propose solutions to solve for gaps and opportunities.
- Excellent interpersonal skills, with the ability to build relationships across a diverse range of stakeholders, internally and externally.
- Proven ability to work autonomously, within a small team, and cross-functionally across teams.
- High-level organisational skills, including meticulous attention to detail.

As part of your induction process you will be required to undertake the following:

- National Police Check

KEY AREAS OF RESPONSIBILITY AND PERFORMANCE INDICATORS

The major areas of work, organised as key areas of responsibility and performance indicators, are outlined in this section.

| Key Areas of Responsibility | Performance Outcomes |
|------------------------------------|--|
| Business process/procedures | <ul style="list-style-type: none"> • Develop and maintain comprehensive documentation including business process models, user cases and functional specifications. • Streamlining and improving processes for capturing Salesforce data in collaboration with the Salesforce Data Administrator • Providing written guidelines and procedures to standardise operating practices. • Be aware of regulatory and legislative restrictions for the business and data, privacy laws, storing of information etc. • Contribute to the Foundation's Digital Evolution Project team and associated outcomes. |
| Analysis and reporting | <ul style="list-style-type: none"> • Assist to drive business performance by allowing LFA Leadership team to understand, develop and respond to key metrics and trends. • Analyse and interpret data to generate meaningful insights and actionable recommendations. • Analyse Salesforce data noting trends and issues in collaboration with the SalesForce Administrator. • Provide advice on improvements particularly longitudinal program and process outcomes with relevant Departmental leaders |

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| | <ul style="list-style-type: none"> • Provide detailed reports to various stakeholders within the business needing data analysis and reporting. • Provide timely and accurate reporting to meet regulatory requirements and support the CFO and CEO in preparation of reports to the Board and Government bodies. • Analyse stakeholder and customer reports and advise, as required, trends and improvements to evaluation and future strategy. |
| Projects | <ul style="list-style-type: none"> • Facilitate meetings and workshops to determine requirements, resolve conflicts and drive consensus amongst stakeholders. • Provide and track progress, identifying potential issues and risks and proactively proposing solutions. • Stay up to date with industry trends, best practices and emerging technologies relevant to business analysis. |
| Continuous quality monitoring and improvement | <ul style="list-style-type: none"> • Exercise judgement and initiative where procedures are not clearly defined to identify opportunities for improvement. • Evidence of close monitoring or project activities and outcomes to improve quality of services and increase impact. • Timely communication regarding progress and any issues of concern to General Manager, and implementation of risk mitigation strategies as per project plans. |
| Team contribution and effectiveness | <ul style="list-style-type: none"> • Positive contribution to team environment through the demonstration of behaviours that reflect Lung Foundation Australia values – BE FAIR. • Work in a consultative manner with the senior leadership team and in collaboration with broader team to achieve goals. • Act as a coach and trusted advisor to staff, managers and the Leadership Team to constructively support leadership capabilities. • Work synergistically within and across teams of Lung Foundation Australia. • Regular cross-organisation communication of program activity. • Participation in Lung Foundation Australia events and meetings as required. • Compliance with Lung Foundation Australia values, policies, procedures and statutory obligations. |
| Workplace Health & Safety (WHS) | <ul style="list-style-type: none"> • Compliance with legislative and Lung Foundation Australia WHS Policy. • Ensure a safe working environment for self and others, including when working from home. |

SECTION 3

REPORTING RELATIONSHIPS

This position reports to the Chief Financial Officer.

EXTERNAL RELATIONSHIPS

This position works with a variety of internal and external stakeholders to deliver projects and activities.

Additional Notes

- Some interstate travel may be necessary.

SECTION 4

PERFORMANCE APPRAISALS

Performance review and career development discussions will take place six monthly with the Chief Financial Officer.

SECTION 5

ACCEPTANCE OF POSITION DESCRIPTION

This position description is intended to describe the general nature of the duties performed. It is not intended to be a complete list of all responsibilities, duties and skills required of the position. Other appropriate duties may be assigned that are not listed in the position description.

My signature below indicates that I have reviewed, accepted, and received a copy of this position description.

(Employee name)

Date