

Position Description

Position Title	Business Analyst
Location	Brisbane
Team	Development
Employment Status	Fixed-term contract, 12 months Full-time (1 FTE) or Part-time (0.8 FTE)
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (Social and Community Services)
Level	5
Reports to	Senior Manager, Digital Transformation
Direct Reports	Nil
Version	June 2024

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 collaborates with the Senior Leadership Team and internal stakeholders across the organisation to enhance business efficiency and effectiveness by assessing processes, analysing business requirements, and proposing data-driven solutions. The Business Analyst plays a pivotal role in the organisation's Digital Transformation by assessing and defining current and future state processes

and requirements, identifying areas for improvement, defining success measures and supporting continuous optimisation. This includes facilitating workshops and interviews to ensure strategic alignment and successful project outcomes. Additionally, the Business Analyst supports the implementation of data governance, promotes a data-driven culture, and ensures the integration of new systems enhances operational efficiency and impact.

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
- Training in Lean methodology or similar
- Project management / Agile / Scrum certification

Experience

- 5+ year's experience as a Business Analyst.
- Experience creating detailed current state and future process maps and value stream maps, conducting gap analysis, identifying inefficiencies and areas for improvement.
- Knowledge and experience applying Lean principles or similar to eliminate waste and increase efficiency.
- Experience gathering, documenting and analysing business requirements through tradition BRD and agile epics, features and user stories.
- Proficient in end-to-end functional and non-functional business analysis.
- Extensive project management experience – both leading and managing projects.
- Experience facilitating workshops and stakeholder interviews.
- Ability to collect, analyse, and interpret data to identify process inefficiencies and areas for improvement.
- Ability to undertake Quality Innovation Performance (QIP) Accreditation processes.
- Comprehensive knowledge of industry best practice regarding process maturity methodology and continuous process improvement.
- Core systems business analysis experience (CRM, ERP, Finance, Incident/Risk etc).
- Experience in process review, documentation, optimisation and improvement.
- High computer and data literacy with confidence using various systems including Microsoft Office Suite, CRMs (e.g. Salesforce) and process mapping tools.
- 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:

- Confident, collaborative, and articulate communicator who understands objectives and interprets direction.
- Strategic, commercial mindset with a high degree of business acumen.
- Proven analytical and problem-solving skills.
- Committed to continuous quality improvement.
- Excellent written, presentation and communication skills, including workshop facilitation.
- 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.

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 implement a business process management framework at LFA to align processes with organisational goals, enhance outcomes, and ensure compliance with regulations. This includes designing, analysing, implementing, monitoring, and optimizing processes to achieve better performance, efficiency, and adaptability. • Lead and facilitate requirements gathering meetings and workshops for new or improving system and processes. • Document and analyse business requirements and functional specifications. • Conduct current and future state process mapping and value stream mapping, identifying and documenting gaps and improvements.

	<ul style="list-style-type: none"> • Assist in the transition plan and migration of activities from old to new systems. • Complete stakeholder impact assessments to identify affected stakeholders and support the development of change management plans/activities. • Define and measure key performance indicators (KPIs) to assess process efficiency and effectiveness. • Assess the feasibility of proposed solutions, including cost-benefit analysis. • Streamline and improve processes for capturing data across multiple platforms in collaboration with internal stakeholders. • Provide written guidelines and procedures to standardise operating practices.
Analysis and reporting	<ul style="list-style-type: none"> • Support the development and implementation of a Data Analytics program and associated systems and processes. • Drive business performance by supporting the LFA Leadership team to understand and respond to key metrics and trends. • Collect, analyse and interpret data to inform decision-making, and generate meaningful insights and actionable recommendations for continued business growth. • Provide advice on improvements particularly longitudinal programs and process outcomes with relevant Departmental leaders. • Work with internal stakeholders to create reports and dashboards that inform decision-making, track progress and measure success. • 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.
Project management	<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. • Assisting in project planning, including defining scope, timelines, and resource requirements.

	<ul style="list-style-type: none"> • Timely communication regarding progress and any issues of concern to General Manager, and implementation of risk mitigation strategies as per project plans. • Support change management efforts to ensure smooth implementation and adoption of new processes or solutions.
Compliance and Continuous quality improvement	<ul style="list-style-type: none"> • Ensure processes and solutions comply with relevant regulations, laws and standards. • Exercise judgement and initiative where procedures are not clearly defined to identify opportunities for improvement. • Implement quality assurance practices to ensure high standards are maintained in deliverables. • Establish mechanisms for continuous feedback from LFA customers and staff. • Stay up to date with industry trends, best practices and emerging technologies relevant to business analysis.
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 Senior Manager, Digital Transformation.

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 Senior Manager, Digital Transformation.

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