

Business Analyst Position Description

Salary

Voluntary

Hours

Flexible

Location

Flexible

Reports to

Senior Business Analyst

Direct reports

None

Supervises

None

Organisational profile

The Australian Breastfeeding Association (ABA) is a national organisation committed to the promotion and protection of breastfeeding. ABA was founded in 1964, and its membership mainly comprises women who are breastfeeding or have breastfed, as well as health professionals such as lactation consultants and midwives. ABA is a Registered Training Organisation, and with over 1000 trained volunteers, offers services to the public such as its 24-hour Breastfeeding Helpline, local support groups, and breastfeeding education classes. ABA also has a retail division - Mothers Direct.

Position objective

To contribute to the development and implementation of business processes that enhance the viability and sustainability of ABA

To achieve efficiency in project development and delivery through application of business improvement methodologies

To facilitate improved decision making through quality reporting and communication.

Requirements of the position

- Current membership of ABA
- Agreement to abide by the ABA Code of Ethics

Attributes

- Self-motivated
- Methodical and thorough
- Attention to detail

Skills/Experience

Ability to identify system/process improvements and to effectively and efficiently deliver project outcomes

Ability to review and document business system improvement and implementation practices, and provide advice to others.

Ability to proactively develop and implement systems and procedures to promote the achievement of standards.

Ability to develop and implement processes that encourage staff to generate new ideas and methods

Ability to apply a range of Project Management tools, methods, techniques and processes.

Ability to proactively identify emerging risk issues for the organisation and communicate these risks to appropriate areas.

Qualifications

- Tertiary qualifications related to Business or to Information, Communications and Technology are desirable

Communication

Internal

- ICT Team
- ABA Managers (paid and volunteer)
- ABA staff

External

- Vendors and service providers

Key responsibilities

System and process improvement

- Investigate and document system and process issues as directed by the Senior Business Analyst
- Consult with stakeholders and suggest system and process improvements to the Senior Business Analyst
- Develop User Requirements and Document project proposals
- Contribute to the development and delivery of projects to meet business requirements as directed
- Monitor and document project progress
- Ensure risks, including project risks are appropriately mitigated and solutions comply with the ICT Governance Model and any legislated obligations.

Communications

- Report issues, inefficiencies or anomalies to the Senior Business Analyst
- Report on project progress to stakeholders

As a Team Member

- Adhere to the Australian Breastfeeding Association’s Code of Ethics
- Take responsibility for reaching key performance indicators, develop and share best practice ideas, and support other team members
- Work as part of a harmonious team and contribute to a motivating environment
- Participate in personnel review and development programs
- Offer assistance to other team members as needed
- Ensure communication with others is courteous, supportive and friendly at all times.

Reporting

- Provide reports to Senior Business Analyst and ICT Manager as required.

Delegated authority

Actions are in accordance with the ABA Delegations Manual and Organisational Chart.

Key performance indicators

- System and process issues are investigated and reported promptly
- Projects are monitored and delays and concerns are escalated to the Senior Business Analyst
- Project and associated documentation is maintained and completed as required
- System and process improvements are proposed and at least two per annum lead to active projects

Revision history

Revision	Date	Description of modifications
1	February 2014	Approved by ICT Manager