

Position Description

Business Analyst

Strategy and Outcomes

October 2025

Agreement

Signed–Manager

Signed–Employee

Date

Date

Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters."

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

Overview and purpose of Strategy, Strategy, People & Partnerships

The purpose of Wesley Strategy, People and Partnerships portfolio is to enable and support the successful execution of Wesley Mission's strategy. In keeping with this purpose, the team leads key strategic initiatives to realise its vision and mission consistently with its values, and to ensure it functions optimally for the benefit of its internal and external clients and for the good of its employees and volunteers. The team offers strategic leadership and service support across Wesley Mission.

Strategy and Outcomes are part of the Strategy, People & Partnership portfolio focusing on priority business transformation, technology projects, change management, growth initiatives and outcomes reporting to realise its vision and mission. Services include project and change management, business analysis and insight, process improvement, strategy development and business planning, bid management and outcomes reporting.

Purpose of role

The purpose of the role is to bridge business needs and technology solutions by identifying challenges, analysing data, and translating insights into actionable requirements to drive strategic outcomes and continuous improvement.

Relationships

Reports to: Head of Strategy and Outcomes

Key relationships: Project teams and Project working groups, Steering Group stakeholders.

Industrial instrument: Non-Award Salary

Major role responsibilities

- Analyse with stakeholders' business needs, problems, and identify opportunities for improvement.
- Translate business needs into clear, concise, and testable functional and non-functional requirements.
- Analyse data sets, report findings, insight, and perform modelling to support business decisions and strategic planning.
- Review, analyse and document current state processes, including issues identification and root cause analysis. Structure documentation and transition to project requirements using agreed approaches and templates.
- Ensure there is a strong client focus during the facilitation of identifying, analysing, validating, and documentation of business requirements.
- Facilitate the design and documentation of future state business processes and workflows via workshops, interviews, and meeting with cross-functional teams.
- Develop high quality documentation for business requirements and process maps.
- Assist in the assessment of solutions and designs to ensure it meets documented business requirements.
- Develop test cases and support user acceptance testing to ensure technology solutions meets business needs and is ready for deployment.
- Assist in identification and quantification of project benefits and benefits realisation planning as well as business case justification.
- Accountable and responsible for all related business analyst project milestones.
- Ensure effective communication with all stakeholders to ensure expected outcomes are achieved. Develop and maintain strong relationships with key stakeholders across Wesley Mission.
- Be a strong ambassador for the Strategy and Outcomes team.

Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.

- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance, and development.
- Regular report to Head of Strategy and Outcomes on issues such as resourcing needs, performance, training/development, engagement, wellbeing, disciplinary action, leave, risk and work health & safety issues.
- Support a strong quality and continuous improvement focus within the team and across the business.

Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission, and Values.
 - Value people through kindness, respect, care, and support.
 - Foster trust through honesty, integrity, reliability, and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance, and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator, and team player.
 - Displays emotional maturity and resilience.
 - Highly organised and structured professional.

Essential skills/knowledge

- Demonstrated experience in identifying, analysing, validating, and documenting business requirements.
- Demonstrated experience in reviewing, analysing, and documenting current state business processes including root cause analysis.
- Demonstrated experiencing facilitating and designing future state business processes.
- Demonstrated ability to solve problems within ambiguous context, prioritise tasks and escalate risk and issues as appropriate.
- Advanced analytical and critical thinking for complex issues and root cause analysis.
- High level of collaboration, relationship, network building and influencing skills.
- High proficiency in technical literacy.
- Excellent active listening and high level of emotional intelligence.
- Excellent written and oral skills, and high attention to detail.
- Outstanding interpersonal skills, flexible, patient and ability to mediate and negotiate appropriate outcomes in complex work situations.
- Intermediate to advanced computer skills across Microsoft office with a minimum of intermediate expertise in Excel, including Visio and Power BI.
- Advanced data visualisations skills.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience preparing integration specifications and data mapping, ideally for Dayforce implementation.
- Experience with continuous improvement or business process methodology (Six Sigma, BPM etc).
- Experience with data cleaning and preparation.
- Knowledge of statistical methods and models.
- Extensive experience in large complex organisations and/or agile fast-growing environments in a Business or Data Analyst role.
- Proven track record in data and root cause analysis.

Training and qualifications

- Tertiary qualifications in Information Technology, Business Administration, Computer Science, Business Information Systems, Finance, or Data Analytics or equivalent experience

Agreement

In signing page one, I confirm I have read, understand, and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.