



POSITION DESCRIPTION

Business Improvement Analyst

Reports to: Manager ICT

Department: ICT

Classification: PACCT 6

Location: Mildura

Primary objectives

- Provide expert advice in the use and application of IT technology across the Institute to improve reporting capabilities and processes.
- Monitor and mine Institute data to provide analysis and reporting on key Institute KPI's, to inform decision making, support strategic planning and to proactively seek improvements in Institute performance.
- In consultation with ICT Manager develop continuous improvement capabilities across the Institute.

Position summary

Reporting to the Manager ICT the Business Improvement Analyst will provide hands on expert advice in;

- The use of Institute IT technology,
- IT Systems reporting capabilities and processes, and
- Business Improvement Project Management practices.

They will monitor, audit and drive data collection and reporting to assist informed decision making. The position will also support strategic planning and performance improvement opportunities across the Institute. The Business Improvement Analyst will initiate and deliver detailed reporting and performance analysis for key Institute stakeholders as directed and proactively identify opportunities for additional reporting and data collection. The incumbent will work to build capacity of IT systems users and business project teams. They will work with Institute stakeholders to identify, scope and project manage Business Improvement initiatives, while building capacity through structured training, monitoring and the standardisation of Lean methodologies, tools, templates and techniques.

Key responsibilities

Provide expert advice in the use and application of IT technology across the Institute to improve reporting capabilities and processes.

- Write software and customise current IT applications to deliver user friendly, targeted reporting.
- Write interfaces between IT systems and databases to improve reporting capabilities and data integrity that can be used to inform decision making.
- Establish user friendly, accessible, standardised, reporting templates.
- Look for opportunities to automate scheduled Institute reports to run on a daily, weekly and monthly basis.
- Clarify ad hoc reporting requirements and tailor reporting and data analysis as required.
- Ensure that all relevant Higher Education Skills Groups (HESG) and Legislative reporting requirements are met.

Monitor and mine Institute data to provide analysis and reporting on key Institute KPI's, to inform decision making, support strategic planning and to proactively seek improvements in Institute performance.

- Mine data sources including SMS, Finance 1, historical data bases, Salesforce to inform reporting and analysis as required.
- Produce customised reports and build data sources as requested.
- Monitor and periodically audit data sources to eliminate or mitigate data errors.

In consultation with ICT Manager develop continuous improvement capabilities across the Institute.

- As directed, provide data analysis to inform decision making, drive performance improvements and increase efficiencies across the Institute.
- Develop and communicate policies, procedures and standard operating procedures for database and IT systems use
- Working with Institute stakeholders identify root causes of less than optimal performance at all levels of the business and assist stakeholders to identify improvement opportunities.
- Assist managers and the Executive to scope ICT Projects that maximise current Institute IT systems
- As directed/required lead Business Improvement Projects.
- Provide analysis and insights into project potential and business impact for Business Improvement Projects.
- Work with the business project owner to scope and build a Business Improvement Plan.
- Where necessary customise the functionality of Institute IT systems to support project outcomes.
- Assist in monitoring project progression and provide project progress reporting for projects.

Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.

- Actively participate in the Institute's annual Performance Review process.
- Participate in all team based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Maintain awareness and comply with the Victorian Government's Child Safe Standards.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

- A Degree in IT, Commerce or Business
- Experience scoping, leading and managing projects
- Ability to identify and diagnosing problems, and working collaboratively to find solutions
- Experience with SQL server
- Experience working in an IT environment
- Experience in leading and managing projects and project teams
- Strong financial acumen
- Excellent time management skills
- Experience managing, monitoring and mining databases
- Experience preparing reports
- Ability to document and formalise policies and procedures
- Negotiation and persuasion skills
- Ability & willingness to work co-operatively as part of a small team

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> • Manager Administration • Manager Financial Services • Education Delivery Managers 	<ul style="list-style-type: none"> • Nil

Organisational environment

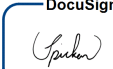
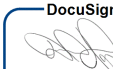
SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura, Swan Hill, Horsham and Robinvale, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Key selection criteria

- A Degree in IT, Commerce or Business with significant relevant experience.
- Demonstrated experience scoping, leading and managing IT projects.
- Demonstrated ability to identify and diagnosing problems, and working collaboratively to find solutions.
- Demonstrated strong financial acumen.
- Experience managing, monitoring and mining databases.
- Experience preparing detailed reports.
- Ability to document and formalise policies and procedures.

The successful candidate will be required to provide successful criminal record and working with children checks.

Recommended	Approved
<p>DocuSigned by:</p>  <p>A43C8DD4C0EE4DA...</p> <p>Shauna Picken Manager, HR Services</p>	<p>DocuSigned by:</p>  <p>F60FA7DEC4774F9...</p> <p>David Harris GM, Operations</p>
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