

## POSITION DESCRIPTION

### POSITION

Role:	Business Analyst – Salesforce
Position Number:	N/A
Business Unit/Branch:	Finance and Technology
Location:	Melbourne/ Sydney
Employment type:	Full Time – Fixed Term
Award	SCHADS
Salary:	\$110,000 – \$120,000
Length of term:	2 years
Position reports to:	Director Finance and Technology
Number of reports	Nil
Company overview:	<p>SANE is the leading national mental health organisation. For people with complex mental health issues in Australia and for the families and friends that support them.</p> <p>SANE is unique in our focus on supporting people who experience complex mental health issues, trauma and supporting the mental health of those who are autistic and people with an intellectual disability.</p> <p>We provide a range of free digital and telehealth support services to bridge the gaps in mental health and support recovery including our peer support, counselling, community forums, peer-led groups, art and social groups and information resources.</p> <p>SANE is widely respected as a lived experience-led organisation and advocate with a long history of collaboration across and beyond the mental health and suicide prevention sectors.</p> <p>Guided by our vision and goals, values and behaviours, we help create brighter futures for all people and families facing the challenges of complex mental health by working towards ending mental health inequity, and social and economic exclusion.</p>
Position contact:	<p>Name: Myra Jill Nunez</p> <p>Email: myra.nunez@sane.org</p>

## POSITION PURPOSE

The Business Analyst will work with the business groups and SMEs to identify system functionality and reports required so that strategic and operational objectives are delivered. The role will require understanding of operations, translation to technical requirements and delivery of solutions either in house or in partnership with a third party service provider.

The Business Analyst reports to the Director of Finance and technology and is a critical member of the Finance and Technology team with a close collaboration with the Head of Technology. This role will:

- Work with the Program and Services team and SMEs to understand business strategies, context and the existing Salesforce Healthcloud technology platform
- Support SMEs to manage stakeholder groups
- Support change when new initiatives, changes to systems and process are rolled out, helping to monitor, measure and collect feedback.
- Identify and escalate risks and issues to the leadership team

## KEY FUNCTIONS

### Key Relationships

- Information Technology Team
- Services Team
- 3<sup>rd</sup> party service providers

### Key Accountabilities

- **Process Analysis**
  - Support the process team to understand current business processes and support analysis and refinement in order to align the to-be processes
  - Support the process team to document current state, interim and to-be processes to inform solution design and drive business operations.
  - Identify opportunities to streamline and improve business process in order to gain efficiencies
  - Work with teams to understand the gaps between current and future state processes.
- **Reporting Analysis**
  - Support the team to understand the current reporting and support analysis and refinement in order to align the to-be reporting
  - Support teams to document service reporting requirements and specifications where some reports and dashboards will be created by the business analyst or by a 3rd party partner.

- **Requirements Analysis**
  - Develop a requirements management framework with the systems implementation partner that can track user stories and requirements throughout the project lifecycle.
  - Work with business representatives and SMEs to understand business requirements and provide input into epics and user stories based on the agreed future state business processes.
  - If required, support data migration by defining data migration requirements
- **Testing Support**
  - Support the UAT (User acceptance testing) by defining testing scenarios
  - Support engagement with business representatives to co-ordinate and run UAT
  - Assist with preparing training materials for users

## ESSENTIAL REQUIREMENTS

### Skills & Expertise

- Proven Salesforce implementation, administration and configuration experience
- Strong stakeholder liaison skills and experience
- Experience with post implementation support
- Data and system integration experience including source-to-target data mapping, data transformation, integration impact assessments, diagnosis of data quality issues, etc.

### Qualification and Experience

- Experience working on projects using a combination of Agile and Waterfall methodologies
- Experience working on large scale business and technology programs of work with multiple concurrent streams.
- Experience developing business requirements and stories and supporting the technical build process
- Extensive experience delivering Salesforce CRM projects
- Salesforce certifications would be advantageous (Salesforce Certified Administrator, Salesforce Certified Sales Cloud Consultant, Salesforce Certified Service Cloud Consultant,)
- Domain knowledge of service processes would be advantageous
- Demonstrated strong analytical skills, commercial and business acumen
- Strong written communication skills, with demonstrated documentation experience
- Ability to challenge the status quo.
- Ability to quickly breakdown problems and find innovative solutions.
- An ability to meet deadlines in a fast-paced environment.
- Strong interpersonal skills with an ability foster effective relationships with business representatives and project team members to work collaboratively

## PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to reference checks, criminal record checks, Working with Children Check, and a double-vaccination requirement. You may also require a NDIS Worker Screening Check.

Date PD Adopted:	July 2022
PD Review Date:	July 2024