POSITION DESCRIPTION

》RAA

Part A - Role Specification

Role Title:	Business Analyst – Data	Date last reviewed:	January 2025
Business Unit:	Marketing	Department:	Member Marketing
Classification:	Non-award		
Role Reports to (role title):	TBC		
Direct Reports (role titles):	N/A		

Unique Value Add (Succinct statement of why the role exists; the purpose)

- To facilitate the planning, evaluation, and delivery of the business analysis function, informing and underpinning the development and design of user-friendly, innovative, and dependable solutions within Member Marketing.
- Define data migration, data warehousing and reporting requirements, testing plans and support the successful migration of critical organisational data and implementations of new platforms.
- Assist in the definition and implementation of mastering customer data across RAA's core platforms, including the development of a common data model, mapping key business processes and data matching rules.

Health and Safety Accountabilities

- Takes personal responsibility for their own safety and that of others and ensures their work environment and practices are safe.
- Perform their duties in accordance with the RAA Work Health and Safety and Injury Management Roles and Responsibilities Procedure specific to the defined level of work.

Key Result Areas (Outcomes of the role and the desired behaviours to be exhibited in the role)

KRA	Accountabilities (3 - 5 key accountabilities per KRA) *EG. Conduct analysis of the "Grade of Service" targets and provide monthly reports.*

1. Business Analysis	• Lead and facilitate the analysis of complex business problems, including responsibility for the preparation and delivery of required business analysis artefacts • Drive and manage the analysis and collection of information via various channels (workshops, etc), including investigating issues, identifying gaps and analysing business feedback and insights • Partner with program technical specialists (Solution Architects, Data Analysts, Integration Developers) to contribute to and advise on solution designs and technical outputs • Provide expertise and support to the testing and change management teams as required
2. Approval and Delivery	• Support the Product Manager in managing the Business Analysis function, ensuring the delivery outcomes are in line with business expectations • Work collaboratively with Project and Product Managers to support project and BAU outcomes including assisting with plans and status reports as required • Develop and manage business analysis artefacts including business requirements, functional specifications, user stories and process maps, ensuring accountability and consistency across the Program • Contribute to scoping, planning, resource scheduling, risk management and cross-functional collaboration • Manage stakeholders efficiently using appropriate strategies to ensure required approvals are streamlined through shared understanding and aligned business outcomes
3. Maintain templates & forms	• Develop and maintain relevant process maps, forms, templates or other documentation associated with Business Analysis as required • Model and drive the implementation of best practice processes across the business
4. Data Migration	• Develop data definitions and cataloguing of key data assets to support reporting and analytics • Define data migration requirements including data definitions and desired data quality targets • Contribute to improvement of data quality for critical data domains • Workshop data migration impacts with key stakeholders • Assist in definition of business and matching rules for customer/member records

5. Data Application	• Conduct gap analysis and impact assessments of current vs future state requirements relating to reporting and data placement
	• Define business and data requirements for reports, and extracts, and contribute to high level solution designs, as required
	• Contribute to and document data migration strategies as required

Financial *(Authorities to spend money)*

• Nil

Technology/System/Process *(Authorities to access and use IT systems, undertake certain processes)*

• Access to any system for the purpose of understanding its operation

Part B - Person Specification

Qualifications *(Indicate whether mandatory or desired)*

• Tertiary qualification in Computing Science or relating discipline (desirable)

• Experience in working in business transformation programs targeting data is highly regarded

Skills and Abilities *(Individuals capabilities, include level of proficiency)*

• Demonstrated high level of analytical skills and attention to detail

• Proven ability to communicate effectively with people of all levels both verbally, and in writing and presentations, including the ability to produce reports of a high quality

• Demonstrated ability to organise workloads effectively in a climate of competing priorities to achieve agreed outcomes

• Innovative, self-driven, able to work under broad direction on complex tasks, in a positive and respectful team environment

• Demonstrated high degree of integrity and ability to maintain confidentiality

• Proven ability to foster close working relationships with team members, including demonstrated reliability and leadership

Knowledge *(Factual or procedural information needed to perform in the role)*

• Demonstrated knowledge of business analysis principles and practices

• Demonstrated knowledge of business process and information modelling

• Demonstrated knowledge of solution design and coordinating vendor integration

• Demonstrated knowledge of best practice project and program management

- Awareness of effective approaches to testing and quality assurance

Experience *(The minimum amount of experience required to perform in the role)*

- Experience as a Business Analyst in enterprise projects
- Extensive exposure to a variety of stakeholders, including experience collaborating with and influencing stakeholders at various levels
- Demonstrated experience in managing initiatives involving:
  - Implementation of enterprise COTS products
  - Implementation of Microsoft Dynamics products (desirable)
  - Implementation of enterprise platforms with 3rd parties (vendors, implementation partners)
  - Large programs of work with multiple projects running concurrently

Additional Requirements

- Some flexible hours / out-of-hours work may be required
- Perform other duties as requested by the Manager where generally consistent with this position and within current level of competence.

Reviewed by	**Name:** **Role Title:** HR Business Partner	**Date:**
Approved by	**Name:** **Role Title**:	**Date:**