

Position Title	Business Analyst	Report to	ICT Manager
Division & Team	Corporate Services	Location	Subiaco
New position or revision & date	January 2025		

Position Purpose

The Business Analyst role is to support the scoping, selection and implementation of the new Customer Relationship Management (CRM) system.

The short-term focus of this role is to:

- Gather, validate, document and prioritise high level business requirements across all Divisions at Cancer Council WA (CCWA).
- Assist in the scheduling of the vendor workshops and ensure staff are briefed on workshop expectations.
- Attend all vendor workshops to provide continuity of requirements and assist in the overall prioritisation of requirements.
- Review all vendor outputs to ensure they are consistent with the workshop outcomes and coordinate CCWA feedback to the vendor.
- Support the development of the CRM replacement business proposal.

The medium-term focus of this role will expand to also include:

- Support CCWA staff and the vendor with detailed requirements gathering.
- Review vendor specifications to ensure they are complete and consistent with requirements.
- Design, development and execution of testing plans in conjunction with the relevant CCWA team.
- Track and manage change and issue logs, including liaising with the vendor.
- Support the development of business process documentation and training material.
- Support the business transition and help embed the change.

The scope of this role covers the business processes, data and integration into other CCWA systems.

Our Vision	Achieve a cancer-free future for our community.
Our Purpose	Cancer Council Western Australia works with our community to reduce the incidence and the impact of cancer.
Our Values	<p><i>Making a real difference</i> We seek to have a major positive impact on the lives of all West Australians. We never stop seeking to improve and innovate what we do and are prepared to take risks to achieve breakthrough results.</p> <p>We do this by living the following values:</p> <ul style="list-style-type: none"> • <i>Integrity</i> We have high standards and we do what we say we will do. We are transparent and consistent in the way we work and relate.

	<ul style="list-style-type: none"> • Evidence We always seek the most solid foundation of evidence available in every practice we embrace. • Care We are passionate about our mission and deeply value our community and each other. We show empathy for those we are here to serve, respect and value our staff and volunteers and do everything we do with great care. • Collaboration We actively engage with others and each other to achieve our shared objectives. We create inclusive and empowering connections with and between our stakeholders to build the capacity we need to bring about great change. • Equity We work positively with people of different backgrounds, status and education to help them achieve the best possible level of health and wellbeing. • Boldness We engage in continuous improvement and innovation and take risks to achieve results.
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Key Responsibility Area	Inputs – Key Activities	Outputs – What is expected/end result	Measures – How it is measured
Operational			
	Requirements Gathering	Liaise with a range of internal and external stakeholders to understand business requirements and translate them into specific requirements for data integration, extraction and reporting.	Business requirements are accurately captured in a timely manner. Positive feedback from stakeholders.
	Analysis	Provide analysis as required, using data and analytical techniques to drive insights and recommendations for managers' decision-making.	Positive feedback from stakeholders. ICT Manager is satisfied the Senior Data Analyst provides insights and recommendations.
	Process Improvement	Work with the Data team to carry out process improvement to improve the timeliness of reporting, reduce manual processing, and improve the reliability and accuracy of data.	Drive improvement processes with a target of a 5% annual improvement in productivity.

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		Advise teams throughout CCWA on best practice for use of the new CRM.	Positive feedback from stakeholders.
	Training & Support	Support the development of training resources and deliver training to assist users at all levels in their day-to-day interaction with the system.	Training contents is maintained in line with current software version and is up to date. Positive feedback from stakeholders.
		Attend team and planning meetings as directed by IT Manager, support other IT Team members and act as a main point of contact for the new CRM to management and the wider organisation.	Attendance and positive contribution to meetings.
	Testing	Conduct and coordinate unit and system testing in conjunction with other CCWA divisions to ensure that the new CRM is compliant with the design specifications.	Unit and system testing is completed within agreed vendor timeframes.
		Track and manage change and issue requests, including liaising with the vendor and maintaining an internal registry.	Requests are raised in a timely manner in line with vendor requirements.
	Communication & Change Management	Develop and execute a communication and change plan to support the implementation of the new CRM.	Plan is developed and executed effectively. Positive feedback from stakeholders.
	Relationship Management	Work in partnership with the other members of the IT Team, management as well as divisional stakeholders to	Positive feedback from stakeholders.

Key Responsibility Area	Inputs – Key Activities	Outputs – What is expected/end result	Measures – How it is measured
		ensure robust and productive relationships are maintained.	
		Participate in Corporate Services team meetings.	Positive feedback from Corporate Services Managers.
	Other	Other duties as directed by IT Manager.	
Workplace Health and Safety			
	<p>All team members are trained in all relevant Workplace Health and Safety (WHS) processes relevant to their position</p> <p>Appropriate personal protective equipment is used at all relevant times</p> <p>Any situation, event or incident that is in breach of Workplace, Health and Safety policies or procedures is identified and reported and corrective actions implemented where appropriate</p>	<p>Attendance at required WHS training</p> <p>PPE worn correctly at all times</p> <p>Hazards & Accidents reported</p>	<p>No Lost Time Injury</p> <p>The workplace is maintained in a safe condition 100% of the time</p>

Selection Criteria	Essential	Desirable
Experience in required industry and or position		
Experience in understanding process and data requirements from diverse user groups and application of same to corporate database systems.	X	
Strong analytical experience with the ability to critically examine business processes, interpret data and make recommendations.	X	
Experience of developing training resources and delivering training for a diverse group of users.	X	
Suitable tertiary qualification in IT, business and/or management.	X	
IT skills		
Proficient in MS Office applications.	X	
Experience with CRM systems, preferably Salesforce.	X	
Experience with data modelling and database design.		X
Experience with data warehouses.		X
Experience with using SQL.		X
Other skills		
Experience with Power BI or other similar visualisation tools.		X
Abilities		
Ability to plan and schedule tasks, reporting on timeframes to Manager and end users.	X	
Ability to apply problem solving techniques across a variety of applications.	X	
Ability to work in a small, focused team.	X	
CCWA Values		
Demonstrated understanding of and commitment to the values of Cancer Council WA.	X	
Positive approach to the workplace.	X	