

# FOODBANK VICTORIA POSITION DESCRIPTION



<b>POSITION</b>	Business Process Analyst
<b>DEPARTMENT</b>	Business Transformation
<b>LOCATION</b>	Yarraville
<b>REPORTS TO</b>	Business Improvement Coordinator
<b>DIRECT REPORTS</b>	NIL
<b>KEY CONTACTS</b>	Leadership team, all FBV departments
<b>DATE</b>	October 2023
<b>AWARD &amp; CLASSIFICATION</b>	SCHADS, Level 4

## ROLE PURPOSE

The Business Process Analyst will be responsible for leading process improvement activities by bringing a data led, cross-departmental view to business improvement initiatives. This position will also support improving the capture and management of the organisation's process and systems knowledge. The Business Process Analyst will collaborate with various teams to ensure processes are captured, understood and optimised.

## MAJOR ACCOUNTABILITIES

### #1: Occupational Health and Safety

- Comply with all company policies, procedures, and code of conduct to enhance the organisation's reputation and achieve company vision through meeting our legal, moral, and ethical obligations.
- Ensure that Occupational Health and Safety standards and procedures are maintained by all employees, volunteers, and visitors within your department.
- Encourage continuous improvement in OHS practices by recommending changes and implementing agreed improvements.
- Maintain a safe work environment for yourself, customers, contractors and employees at all times.
- Lead by example and display an active commitment to company policy and OHS compliance.
- Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.

## #2: Process Analysis and Improvement

- Support the Business Improvement Coordinator in the design and development of business improvement initiatives.
- Drive continuous improvement initiatives for Foodbank while collaborating with all key stakeholders.
- Provide analysis, insight, recommendations, and implementation to all key stakeholders on Foodbank's process improvement initiatives.
- Coordinate process improvement projects, working with stakeholders to ensure objectives are achieved and impact measured.
- Coordinate and facilitate process improvement workshops in line with organizational methodology and schedule.
- Manage, distribute and document feedback or responses from stakeholders.

## #3: Knowledge Management

- Support the organisation to ensure all process documents are up to date, accurate and accessible to relevant stakeholders.
- Create business process maps with input from relevant stakeholders.
- Work with internal stakeholders to capture knowledge in a format that is fit for purpose.
- Guide staff in correct use of document control procedures and processes to ensure consistency of process is clearly understood and executed.
- Support the organisation to define and document updated or new processes in line with business requirements.
- Create, maintain, and control approved templates.
- Contribute to the development, implementation and improvement of document control systems and processes.
- Develop training material to support document control process.

## #4: Project Support

- Support analysis and development of detailed business requirements.
- Understand and document anticipated change impacts associated with business process reviews.
- Develop and document process maps for current and future state.
- Support all aspects of the project lifecycle from a process analysis and improvement perspectives

## #5: Administration

- Maintain electronic document management system.
- Work with the corporate systems, including Microsoft office 365, Project, and Visio.
- Adhoc duties as required.

## #6: Self-Management

- Positive participation in regular team meetings.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.

<ul style="list-style-type: none"> <li>• Inform team members and other departments of relevant information as appropriate.</li> <li>• Willingness to undertake training and development opportunities as appropriate.</li> </ul>		<ul style="list-style-type: none"> <li>• Willingness to undertake other duties as required.</li> <li>• Demonstrate the Foodbank Victoria values of empowerment, accountability, respect, diversity, equality and integrity in all work activities.</li> </ul>	
TECHNICAL KNOWLEDGE		PERSONAL ATTRIBUTES	
<ul style="list-style-type: none"> <li>• Tertiary qualification or significant equivalent experience.</li> <li>• Prior experience as a Business Analyst or Process Analyst required.</li> <li>• Previous exposure to continuous improvement principles.</li> <li>• Sound understanding of document control and change management processes</li> <li>• Exposure to project business administration</li> <li>• High level of experience in Microsoft office programs, including Outlook, Word, Excel and PowerPoint</li> <li>• Strong writing and editing skills</li> <li>• Ability to present complex information in a clear and concise manner.</li> <li>• Understanding of QA and Document Management systems highly regarded.</li> <li>• Familiarity with supply chain processes highly regarded.</li> </ul>		<ul style="list-style-type: none"> <li>• Critical thinking of big picture requirements</li> <li>• Demonstrated numerical and analytical experience.</li> <li>• Good business/commercial knowledge.</li> <li>• Strong accuracy and attention to detail.</li> <li>• Results orientated – keenness to track performance and take action to correct where necessary, ongoing focus on improvement.</li> <li>• Communication skills – actively listens and responds appropriately.</li> <li>• Excellent organisation and time management skills.</li> <li>• Ability to deliver information to groups</li> </ul>	
VALUES	FOUNDATION BEHAVIOURS		
<b>Empowerment</b>			
	<ul style="list-style-type: none"> <li>• We provide the opportunity for ourselves and others to experience the value of our work.</li> <li>• We recognise and celebrate our accomplishments.</li> <li>• We develop team members and each other.</li> </ul>		
<b>Accountability</b>			
	<ul style="list-style-type: none"> <li>• We encourage review and promote continuous improvement &amp; learning.</li> <li>• We accept mistakes and learn from them.</li> <li>• We encourage excellence.</li> </ul>		
<b>Respect</b>			
	<ul style="list-style-type: none"> <li>• We are inclusive.</li> <li>• We allocate tasks that are fair and reasonable to achieve.</li> <li>• We encourage open, constructive feedback.</li> </ul>		
<b>Integrity</b>			

	<ul style="list-style-type: none"> <li>• We do what we say we will do.</li> <li>• We do what we say we will do.</li> <li>• We explain our decisions.</li> </ul>
<b>Equality</b>	
	<ul style="list-style-type: none"> <li>• We strive to foster a sense of belonging in our workplace.</li> <li>• We ensure all people we interact with feel welcome, and a part of our family.</li> <li>• We encourage people to be themselves.</li> </ul>
<b>Diversity</b>	
	<ul style="list-style-type: none"> <li>• We embrace diversity in all our people, their experiences, and points of view.</li> <li>• We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners.</li> <li>• We recognise and respect differences.</li> </ul>