



Position Description

Title:	Strategy and Innovation Business Analyst	Location:	Toowoomba Catholic Schools Office
Reports to:	Senior Strategy and Innovation Leader	Classification:	Professional Officer Level 4
Directorate:	Office of the Executive Director	Tenure:	Fixed Term, Full time

1. Purpose

The role of the Strategy and Innovation Business Analyst is to contribute to leadership in the implementation of Diocese of Toowoomba Catholic Schools' (TCS's) innovation, people change management and project management functions in consultation with key stakeholders. The role holder works with other members of the Strategy and Innovation team to support and train people in change management and project management methodologies.

2. Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- a relevant qualification (Business, Information Technology or Project Management) at degree level or equivalent skills, experience and competencies to that of a relevant qualification at degree level or higher, as determined by the Toowoomba Catholic Schools Office
- minimum of three (3) years' experience in a similar role
- demonstrated experience supporting innovative people, process, and system project management delivery
- demonstrated experience in leading and supporting people change management practices
- excellent interpersonal, verbal, and written communication skills with an ability to negotiate and influence
- effective relationship building and influencing skills
- demonstrated experience in stakeholder collaboration, aptitude to quickly understanding their service operations, and problem-solving
- a current class C driver licence and the willingness to travel, as required
- a current working with children check (Blue Card), or the willingness and ability to obtain one prior to commencement

Desirable

- experience working in an educational setting
- certification in People Change Management (preferably Prosci ADKAR)
- certification in Project Management

3. Key result areas

- 3.1 initiate and coordinate the delivery of TCS's innovation and process improvement priorities, and provide sound advice and recommendations to stakeholders that inform project decision making
- 3.2 provide high level support to stakeholders in project management methodologies and practices
- 3.3 provide high level support to stakeholders in people change management methodologies and practices
- 3.4 collaborate and communicate with others to ensure that high professional standards are met
- 3.5 contribute to and promote the development, alignment, attainment, and review of strategic goals for TCS
- 3.6 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

4. Statement of responsibility

While at work the position holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the position holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

5. Statement of duties

The information detailed above is an accurate reflection of this position. Attached to this position description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties Statement

Strategy and Innovation Business Analyst

3.1 Initiate and coordinate the delivery of Diocese of Toowoomba Catholic Schools' (TCS's) innovation and process improvement priorities, and provide sound advice and recommendations to stakeholders that inform project decision making

- initiate collaboration with identified stakeholders to quickly and deeply understand service operations to understand the problem statement
- conduct analysis and evaluation of alternatives, generate ideas, and develop creative and innovative improvement initiatives
- manage the day-to-day deliverables of TCS innovation and process improvement priorities through project management and people change management practices
- liaise and work with stakeholders in collaboration with the Strategy and Innovation team, to ensure the service delivery meets expectations

3.2 Provide high level support to stakeholders in project management methodologies and practices

- contribute to the development and continuous improvement of a TCS Project Management Framework under the leadership of Senior Strategy and Innovation Leader
- apply project management process and tools to create a project management plan to support delivery of the project or initiative
- coordinate and deliver training and support to groups, one-on-one, in-person and via remote technologies such as Microsoft Teams and Learning Management Systems in the utilisation of project management practices
- exemplify and champion the usage of project management practice across TCS
- organise and lead user group meetings for project professionals
- ensure compliance with all standards, policies and procedures driving consistency of process across project management

3.3 Provide high level support to stakeholders in people change management methodologies and practices

- contribute to the development and continuous improvement of TCS People Change Management Framework under the leadership of Senior Strategy and Innovation Leader
- apply change management process and tools to create a strategy to support adoption of the changes required by a project or initiative
- coordinate and deliver training and support to groups, one-on-one, in-person and via remote technologies such as Microsoft Teams and Learning Management Systems in the utilisation of people change management practices
- exemplify and champion the usage of people change management practice across TCS
- organise and lead user group meetings for change champions
- ensure compliance with all standards, policies and procedures driving consistency of process across people change management

3.4 Collaborate and communicate with others to ensure that high professional standards are met

- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service
- establish and maintain effective communication networks with internal and external stakeholders and work collaboratively with stakeholders

3.5 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the TCS

- contribute as a member of the Office of the Executive Director directorate to achieve the strategies set out in the TCS Strategic Plan and integrated strategies
- participate fully in annual goal setting, monitoring and review of performance in collaboration with the Senior Strategy and Innovation Leader
- attend professional development, spiritual formation and team days as appropriate
- document and report on the progress of initiatives in the TCS Strategic Plan and integrated strategies as required

3.6 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- the employer may direct an employee to carry out such duties as are reasonable within the limits of the employee's skill, competence and training; consistent with the classification structure within the current agreement
- any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment