Position Description

POSITION TITLE:	Business Analyst
POSITION TYPE & TENURE:	Full time (negotiable), fixed term to June 2026
PROPOSED PAY GRADE:	6.1
REPORTS TO:	Projects Manager (Services), and works closely with the Senior Business Analyst from NTV's IT & Data Team
DIRECT REPORTS:	None
LOCATION:	Flexible

ABOUT NO TO VIOLENCE

No to Violence (NTV) is Australia's peak body for individuals and organisations that work with men that use violence. We provide training, sector development and policy advice and advocacy on behalf of members. We operate the Men's Referral Service, providing a counselling service and referral pathways directly to men who use violence. As a pro-feminist organisation, women and children are at the centre of what we do - by ending men's use of family violence, families, individuals, and communities are safer.

POSITION SUMMARY

Located in the Projects Team, the Business Analyst will work across this and the IT & Data Team to support:

- Delivery of a National Directory of Services for People who Use Violence, in particular, defining the requirements for and ensuring seamless integration with No to Violence's (NTV's) own client and Case Management System (CCM) and its core services database.

- Development of NTV's CCM to ensure improved data integrity, including mapping the information needs of NTV's operational teams and defining appropriate database design and processes to meet these needs. Whilst ensuring data capture meets all reporting requirements.

DELIVERABLES

National Directory project

- Interface with the external web specialist provider and NTV's IT Team to gather, refine, and document requirements to set up an effective integration between NTV's CCM and the national directory database.
- Work closely with the Senior Business Analyst to ensure necessary improvements to NTV's CCM to provide alignment with the National Directory data structure and timely integration.
- Support User Acceptance Testing (UAT) as required and ensure business needs are met.
- Develop, through effective stakeholder consultation, necessary business documentation including workflow diagrams, business rules and reporting frameworks.

Position Description

CCM development

- Working closely with the Senior Business Analyst, collaborate with business and technology teams to gather, create/refine and document business information and operational requirements.
- Conduct gap analysis and process mapping to drive efficiency.
- Work closely with stakeholders to define and deliver business improvements.
- Assist in the development and documentation of workflow diagrams, business rules, data dictionaries and reporting frameworks.
- Ensure all changes to CCM enable timely and accurate data reporting requirements to be captured.
- Provide support and advice to the CEO, ELT, SLT to fulfill their role in representing the sector at meetings, conferences, working groups and forums and delivering operational strategies and workplans.

WHAT WE ARE LOOKING FOR IN THIS ROLE

Skills
- Excellent communicator, skilled in gathering requirements and explaining technical concepts to non-technical teams.
- Strong requirements gathering, verification and validation, gap analysis and UAT facilitation skills.
- Excellent stakeholder engagement skills.
- Collaborative and adaptable team player who can work independently, as a member of a team and across teams.

Experience and Knowledge

Essential:
- Experience as a Business Analyst (min. 2 years)
- Proven, sound knowledge of working with CRM databases (Salesforce Highly Desirable)
- Demonstrated experience in requirements gathering and effective stakeholder engagement.
- Demonstrated problem solving and critical thinking skills.
- Proven experience in supporting the delivery of successful implementations and optimisations.
- Advanced Microsoft Excel skills and demonstrated capacity to work with Microsoft Office suite and with customised databases.
- Strong reporting capability, including proven knowledge of analytical and forecasting methodologies/processes
- Able to meet tight deadlines and shifting priorities and able to work under minimal supervision and as part of a small team

Desirable:
- Salesforce Administration Certificate

Qualifications/Competencies/Licences
- Tertiary qualifications in Information Technology, Management Information Systems or Business/Data Analysis or other relevant areas, combined with relevant work experience.
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) before commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment.

Position Description

EXPECTED FOR ALL NTV STAFF

- Act in accordance with NTVs code of conduct, policies and procedures and is committed to NTVs vision, mission, values and service standards.
- Promote a 'safety first' culture and acts in accordance with NTV health and safety policies and risk management systems.
- NTV values equity, diversity and inclusion and promotes an inclusive and collaborative work environment where all staff, volunteers and service users feel welcomed, respected and valued and encouraged to fully participate, irrespective of their individual differences in background, experience and perspectives.
- Be curious, reflective and open to continuous learning and new ways of working.
- Complete all mandatory training in a timely manner, to support the delivery of high quality, safe and effective services.
- Contributes to innovation, quality activities and continuous improvement and openly share information and knowledge to enable optimal outcomes for the organisation.
- Regional and interstate travel will be required from time to time.

Signature of Job Holder _____ Date signed _____