

Position Description

Business Process Analyst, Project TRELLiS – Core & Data Stream

IT Department | TRELLiS | Award: N/A

ABOUT THE RACP	The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.
POSITION PURPOSE	<p>This role is part of the Program TRELLiS team which is responsible for the Implementation of a solution that underpins the delivery of improved employee and member experience “the north star” via new technology and new/improved processes.</p> <p>The Business Process Analyst works closely with the Delivery Leads, Program Manager, Product Managers and Business Analysts to ensure the effective and efficient delivery of business processes and identify opportunities for process improvements.</p>
KEY ACCOUNTABILITIES	<ul style="list-style-type: none">• Map and document end to end To-be processes across different functional areas (levels 1-4).• Deliver process analysis and reporting to support program• Work closely with Business Analysts and Product Owners to capture requirements, manage challenge, and identify opportunities for process improvement• Collaborate with stakeholders to understand and document future state business processes, workflows, and pain points.• Facilitate workshops and meetings as required• Assist in implementation and training of new processes, ensuring smooth transition and adoption• Work closely with change management• Monitor process performance and provide feedback for continuous improvement• Communicate effectively with stakeholders at all levels• Utilise various tools to deliver accurate and actionable process documentation• Proactively identify and report on risks and issues associated with deliverables• Provide clear and concise status report to program leadership
COMPLEXITIES	<ul style="list-style-type: none">• Ensuring Program deliverables and milestones are met.• Coordinating a wide range of stakeholders including internal and suppliers to achieve program outcomes.• Pro-actively identifying and managing any issues and risks related to business processes
ROLE DIMENSIONS	<ul style="list-style-type: none">• Reporting Line: Delivery Lead- Core & Data Stream• Direct Reports: Nil• Team Reports: N/A

COMPETENCIES	<ul style="list-style-type: none"> • Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences • Plans and Aligns: Planning and prioritising work to meet commitments aligned with organisational goals • Collaborates: Building partnerships and working collaboratively with others to meet shared objectives • Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm • Demonstrates Self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses • Organisational Savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics • Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders • Business Insight: Applying knowledge of business and the marketplace to advance the organisations goals • Builds Networks: Effectively building formal and informal relationships networks inside and outside the organisation • Being Resilient: Rebounding from setbacks and adversity when facing difficult situations • Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear
EXPERIENCE	<p>Essential</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications and/or equivalent knowledge gained through a combination of education, training and/or experience in a similar role • 5+ years professional experience working in process analysis on high visibility and complex programs • Proven experience in Microsoft Dynamics 365 implementations • Proven experience with Data and analytics projects • Proficiency with process modelling tools such as Visio or other business process management software • Excellent analytical skills with ability to identify and advise on process improvement opportunities • Advanced stakeholder engagement skills (at senior level) with experience managing challenging stakeholders • Experience with facilitating workshops and meetings • Demonstrated understanding of Agile methodologies having worked in Agile environments. <p>Desired</p> <ul style="list-style-type: none"> • Experience of the RACP or a similar organisation

We are
Accountable

We act with integrity, taking responsibility for actions and outcomes.

We
Collaborate

We share information, foster participation, and build relationships for common goals.

We
Indigenise and Decolonise

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We
Lead the way

We reflect, adapt and learn in delivering best practice.

We are
Respectful

We recognise our rich diversity and value each other's needs and contributions.