

Business Analyst

PURPOSE OF THE POSITION

This position is part of our multidisciplinary systems and decision support team (SDS). You will find solutions to business problems and take initiative to improve the way we work. You will provide support and guidance to new and existing users of our systems. You will work closely with people across the organisation to ensure they have the best experience of our systems and processes.

KEY DUTIES

- Bring cutting edge technology to create lasting change for children across the world;
- Maximise use of our Salesforce CRM for fundraising, marketing, and program evaluation;
- Lead on integration and consolidated insights and reporting across the organisation’s ERP and CRM platforms.
- Lead on collection and critical review of user requirements in the introduction of new applications or tools;
- Provide support and training to users to ensure they can leverage the system to improve their efficiency;
- Undertake testing and support users to undertake user acceptance testing;
- Develop reports and dashboards in Salesforce and PowerBI to help understand business outcomes and effectiveness; and
- Consult widely with people throughout the organisation including travelling to country offices to identify opportunities for improvements.
- Strengthen local partnerships and/or relationships, e.g., through capacity sharing to support localisation
- Promote and integrate gender equality, disability, and social inclusion into day-to-day work
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QUALIFICATIONS & EXPERIENCE

- Project Management experience and improving business processes.
- Experience working with a range of stakeholders with competing interests to deliver effective solutions.
- Experience delivering training to technical and non-technical people.
- Experience in developing reports.
- Experience with Salesforce platform.
- Ability to work with and manipulate data.

Desirable

- Formal qualification in business, IT or related discipline.
- Experience working with Conga Quickmerge.
- Experience with PowerBI and SQL Server.
- Salesforce Administrator certification.

Remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.

SKILLS

- Critical thinking and analytical skills
- Convey technical information to a non-technical audience
- Work as part of a small team and engage with wider user base
- Stakeholder and change management
- Ability to take initiative

CHILDFUND AUSTRALIA’S VALUES

Commitment to ChildFund Australia’s values – Respect, Integrity, Collaboration, Change, Empowerment & Excellence

Department: Systems and Decision Support, Operations

Location: ChildFund Australia, Sydney Office Level 8, 162 Goulburn Street, Surry Hills.

Employment: Full-time

Reports to: Head of Systems and Decision Support.

Other Information: Must have working rights in Australia

Please apply at: <https://www.childfund.org.au/work-with-us/>





ORGANISATIONAL CONTEXT

ChildFund Australia is an independent international development organisation that works to reduce poverty for children in developing communities. We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

Our vision is a world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future.”

ChildFund Australia directly manages and implements programs with a range of local partners in Cambodia, Laos, Myanmar, Papua New Guinea, Timor-Leste, Vietnam, and other Pacific nations, and manages projects delivered by partner organisations throughout Asia, Africa, and the Americas. Our work is funded through child and community sponsorship, government grants as well as donations from individuals, trusts and foundations, and corporate organisations.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 12 organisations which assists almost 23 million children and their families in 70 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government’s overseas aid program.

HOW WE VALUE YOUR CONTRIBUTION

Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

Leave

You will have access to 20 days of paid annual leave (pro-rated for part-time employees). You are also entitled to personal/carer’s leave, paid parental leave, long service leave and bereavement leave.

Flexible Working Arrangement

You will have access to flexible working arrangements. We encourage a culture of flexibility and enable conversation between yourself and your manager about maintaining work-life balance. If the position allows, employees can choose to work up to 2 days from home per week.

Salary Packaging

You will be eligible to salary packaging. As a Non-Governmental Organisation, our staff are eligible for salary sacrificing. The Australian Taxation Office (ATO) allows us to reimburse you for your personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in additions to the income tax free threshold.

Employee Assistance Program

In case you need help with personal, family or employment related matters you and your family will have access to free external, professional and confidential counselling assistance. UPRISE, our EAP system, combines multiple wellbeing initiatives to support your mental health and resilience.

Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

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OUR MISSION: We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

At ChildFund Australia you will be contributing to our programs which protect, educate and empower children and young people.