

## Position Description

### Business Analyst

October 2021

<b>DEPARTMENT</b> Product and Innovation	<b>REPORTS TO</b> Business Analyst Lead
<b>EMPLOYMENT TYPE</b> Full time – permanent	<b>DIRECT REPORTS</b> Nil
<b>LOCATION</b> Flexible location and options for work	<b>KEY CONTACT</b> Chen Shen Business Analyst Lead

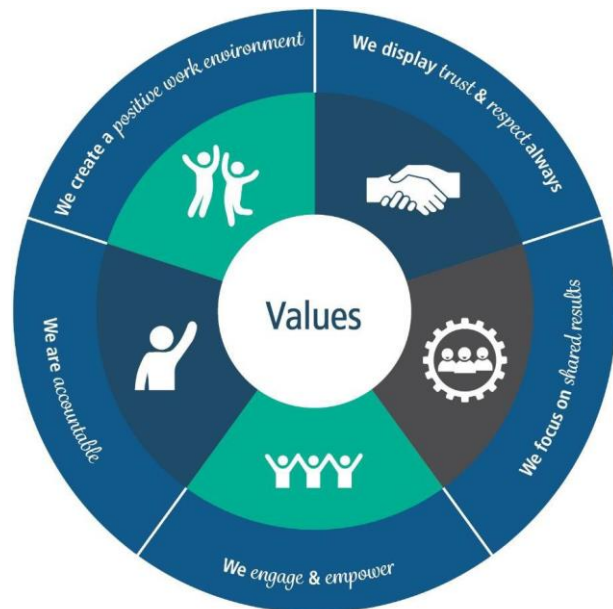
#### WHO IS LATROBE?

Latrobe Health Services is an Australian-owned not-for-profit registered private health insurer with more than 84,000 members across Australia. We pride ourselves on providing quality cover for our members, and exceptional service when our members need us.

Latrobe’s core purpose is to guide and empower our members like a friend, to take control of their health episodes now and in the future.

Our purpose is supported by 5 key values:

1. *We display trust and respect always*
2. *We focus on shared results*
3. *We engage & empower*
4. *We are accountable*
5. *We create a positive work environment*



#### POSITION OBJECTIVE

The Business Analyst plays a key role in supporting and enabling a continuous improvement culture through improved data analysis and reporting. The position will have a strong strategic focus, leveraging insights from data analytics to support the delivery of Latrobe Health’s strategy.

The role will be a critical change agent and will help enable Latrobe Health in achieving its strategic goals. With the support of the broader Product and Innovation team, the Business Analyst will collaborate with internal and external stakeholders to access data and gain insights to assist in ensuring Latrobe Health’s products and services are aligned to our member promise and deliver on key strategic priorities.

Responsible for the development and ongoing maintenance of a range of required operational, risk and process control reporting, the Business Analyst will support the business in areas of quality assurance, operational reporting, risk monitoring and process improvement.

## Position Description

### REQUIREMENTS OF THE POSITION

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#### Key duties and responsibilities

- Build, automate and continually improve reporting for a range of audiences across the organisation.
- Analyse data and report findings to provide insights that inform business decisions and drive quality outcomes and efficiencies.
- Drive business analytics that increases awareness and understanding of organisational performance.
- Perform problem/opportunity analysis and needs assessments through workshops, interviews and system and data analysis.
- Assist in developing solutions composed of schematic models, mock-ups, functional specifications, data models, process models and development of project reports and business cases.
- Participate in defining, planning and undertaking testing and acceptance activities of proposed changes to products, processes or systems., particularly regarding their impact on data analytics and established reporting.
- Collaborate with internal and external stakeholders to identify and maximise opportunities to use information and technology to improve product, service and/or business processes.
- Review, analyse, and create detailed documentation of business systems and user needs, including workflow, functional specifications.

#### Leadership teamwork and relationship building

- Model the Latrobe Way values and behaviours in the delivery of individual performance; actively contribute to a constructive, high performing team and organisational culture.
- Develop and maintain relationships with peers and stakeholders across the business, and with external partners.
- Independently prioritise work to support consistent achievement of individual and team key performance indicators; appropriately escalate issues and demonstrate a flexible, adaptable, mobile and energised (FAME) mindset.
- A capable team member with energy, enthusiasm, creativity and analytical skills - can work autonomously and as part of a team.

#### Accountability and extent of authority

- Provide support and information to the Product and Innovation team and broader organisation as requested.
- Ensure applicable procedures are always maintained.
- Actively maintain awareness of all risk and compliance obligations defined through Latrobe's Risk Management Framework.
- Consistently achieve individual goals and objectives and actively lead own growth and achievement planning and implementation.

## Position Description

### Judgement and decision making

- Interpret and work within organisational policy and procedure and/or legislation applicable to the position.
- Actively offer and implement a course of action and solutions based on evaluation and analysis of numerical and written information focussed on results.
- Make decisions which are objective and free from undue influence consistent with Latrobe's risk culture.
- Make decisions consistent with Latrobe's operational delegations and delegate or escalate matters appropriately.

### KEY SELECTION CRITERIA

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#### Experience skills and knowledge

1. **Data Analysis and Processing Literacy** – advanced capability in Microsoft Excel is a requirement. An exposure to PowerBI, enterprise data warehouses, Microsoft Visio (or equivalent) and Microsoft Access is desirable.
2. **Excellent problem-solving and business analysis skills** including an ability to:
  - develop modelling and undertaking forecasting, monitoring and variance analysis to underpin business decisions
  - diagnose, evaluate and resolve complex situations, or when appropriate, escalate or delegate them to appropriate internal stakeholders
  - understand the business needs and propose a solution that addresses the associated requirements
  - systems thinker
3. **Strong interpersonal and relationship management skills** with a passion for innovation, promoting change and customer service (internal and external).
4. **Strong communication and engagement skills** to drive mutually beneficial outcomes with internal and external stakeholders.
5. **Flexible, adaptable, mobile and energised (FAME) mindset:** ability to positively respond and adapt to changes that impact the business environment.
6. Knowledge of/experience working in the banking, finance or insurance sector.

#### Qualifications/accreditation/licenses

1. Relevant tertiary qualifications or equivalent experience required.

#### Mandatory checks

A national police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.