



Senior Business Analyst - Customer Solutions, Engagement Job Description

Location	Sydney (Broadway) Flexibility for partial work from home
Reporting to	Head of Information Technology
Travel	Nil
Supervising	Nil
Status	[Full Time] – 2 Year Fixed Term
Band / Grade	C4
Date:	February 2022

Organisational Context

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF provides assistance to populations in distress irrespective of race, religion, creed or political convictions.

The Australian Section of Médecins Sans Frontières was established in 1995 and is one of 21 sections, 24 associations and other offices that form the MSF global movement providing oversight and expertise, funding and staff for field operations and communicating on the needs of our patients. MSF Australia deploys over 100 field staff per year from Australia and New Zealand. The organization secures an annual revenue of AUD 90 million in untied funds. The Australia section hosts a Medical Unit in Sydney bringing specialized expertise in the field of Women's health and Paediatrics in support of our operations overseas.

Overall Responsibility

Reporting to the Head of Information Technology, the Senior Business Analyst for Engagement will support all departments across the organisation for implementation projects and day-to-day system operations for Customer Relationship Management, Marketing, Communications, and Analytics. The Senior Business Analyst for engagement systems will be the point of contact for optimising processes, managing change requests and training needs. The role will also be leading the implementation of the organisation's Customer Relationship Management (CRM) and Marketing Automation Systems that will enhance MSFA donor's experience.

Key Responsibilities

- Implement IT platforms, such as the Customer Relationship Management and Marketing Automation Systems, performing project coordination, requirements gathering, process mapping/improvement, documentation, report definition and testing tasks
- Identify, analyse and validate business benefits associated with initiatives.
- Develop conceptual designs and functional specifications that document the desired solution behaviour.
- Understand priorities and strategies of departmental stakeholders;
- Identify opportunities to leverage information technology;
- Undertake feasibility assessment of IT initiatives and develop project briefs/charters;
- Manage support and change requests from definition to delivery
- Training and support of departmental users.

Skills and Experience

The ideal candidate will be someone who has the following key experience/capabilities:

- Minimum 5+ years in a similar role supporting sales organisations, preferably fundraising in not-for-profit entities
- Must have completed a full lifecycle implementation of a major enterprise CRM package solution as a business analyst or process lead
- Experience in working with payments systems is ideal
- Demonstrated competence in CRM and Sales Analytics as a business/function analyst or a solution executive;
- Demonstrated project leadership and stakeholder engagement experience
- A proven track record in process design and business analysis
- Excellent interpersonal, communication and organisational skills

The senior business analyst is expected to undertake a variety of activities which will include, but not limited to: project coordination, workshop facilitation, leading requirements definition, development of user stories, refinement of analysis models and documentation of project artefacts.

Role Requirements

- Project management and leadership for workstreams for developing processes and system requirements
- Managing tender processes and vendor partners and developing a collaborative and effective delivery team
- Develop business cases for change, including options analysis + feasibility.
- Provide/support the implementation of solutions by building relationships/partnerships with key stakeholders
- Identifying business needs; determining, defining, + documenting all findings in clear, easily understandable products.
- Driving collaboration with stakeholders and customers to understand needs
- Leading workshop facilitation, applying strong analytical business methods where required
- Working closely with technical teams and vendor partners to elicit non-functional requirements

The role involves a combination of managing demand for the existing Engagement systems and working on the implementation of the new systems. The mix of business as usual and project work will change as the new system is designed, developed and deployed,

About You

You're collaborative and enjoy innovation and working in a fast-paced environment. You're a problem solver by nature, like working on projects and delivering change to organisations. More importantly, you act with integrity and are able to share the MSF values of Transparency, Respect, Understanding of Diversity, Stepping In and Collaboration.

To be successful, you will need to possess:

- High level knowledge/experience in Customer Relationship Management (CRM) and Customer Marketing systems, processes, and methodologies. Formal qualifications and certifications preferred.
- High level knowledge and understanding of Analytics and Finance systems, in support of CRM and Marketing
- Leadership of workstream within cross-functional projects, as well as the ability to act as 2IC for project manager
- Ability to capture requirements using various tool sets.
- Ability to manage business as usual work, as the replacement project moves through the various phases of implementation
- Ability to work on several competing project priorities simultaneously
- Ability to complete assigned tasks as specified by due dates
- Formal qualifications and certifications in Agile/Scrum frameworks (preferred).
- Demonstrated experience using Design Thinking Methodology (preferred)
- Educational background in Information Technology, Accounting or Business Administration (preferred)
- Covid-19 Vaccination Certificate
- Current right to work in Australia

In MSF Australia, we believe the following 5 values form the foundations of our culture – **Transparency, Respect, Understanding of Diversity, Stepping In and CollaboraTion.**

At MSF Australia we value T.R.U.S.T as an essential element to how we operate and believe that these organisation values flow from this trust that we build.

Applications

Please note that a criminal record check may be required as part of the selection process. Applicants with criminal records will not automatically be ineligible for the position they are applying for. Médecins Sans Frontières Australia has a Child Protection Policy in place and all employees are required to comply with this policy.

Médecins Sans Frontières Australia is committed to creating an inclusive workplace for all our staff. We believe that a diverse team helps us better serve those most in need, we encourage flexibility (in all its forms) and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, LGBTQIA+, people from other culturally and linguistically diverse (CALD) backgrounds and people with disabilities. People with a disability can request support

from our Domestic HR Department if you think you may require reasonable adjustment during the recruitment process.

To apply send your resume and cover letter to officerecruitment@sydney.msf.org

Note: Applications will be reviewed on receipt.