

Position Description

Position Title	Business Analyst	Reporting to	Business Improvement Manager
Business Unit	Corporate Services	Direct Reports	N/A
Classification	Level E	Date	May 2024

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The Business Transformation department exists to set the College up to improve the way we work and focus on the right stuff, so that together we thrive and deliver value to our members. As part of the Corporate Services business unit, we contribute to our people being able to do their jobs effectively and successfully with the right culture, capacity, and capabilities, shaping strategic direction and driving continuous improvement.

The Employee Communications team manage our internal communication channels, helping people stay informed and reach others in the College. They provide advice and support to activate and engage employees to reach their goals.

Your Role

The Business Analyst (BA) will help to define business problems via in-depth investigation of technical and non-technical information, outlining detailed requirements and ensuring the delivered solution meets those business requirements. Leveraging strong stakeholder management skills, the BA will be confident using a variety of techniques, documentation methods and tool sets to ensure requirements are correctly analysed and captured and the successful delivery of RACGP's programs and projects.

Key Responsibilities

- Working on one or two key projects to solicit and develop agreed business requirements documentation capturing requirements and user stories accurately to support solution design
- Develop Business Impact Assessments
- Develop Business Readiness Checklists
- Develop Current and Future state processes
- Contribute to the improvements to business analysis delivery framework including capability uplift, processes, tools and technology
- Translating requirements into high quality user stories, including personas and acceptance criteria, ensuring the stories and be tested
- Develop functional and non-functional requirements
- Use a variety of techniques to capture requirements including workshop facilitation, user groups, one on one interviews
- Analyse information and conflicting views to ensure the best outcomes for the project
- Support the user acceptance testing process and requirements traceability.
- Work collaboratively with RACGP vendors and partners, teams and to competing deadlines.
- Assist in the identification, monitoring and management of program and project level risks, issues, dependencies and constraints and identify mitigations and resolutions with stakeholders.
- Assist in the preparation of monthly program status reports
- Ensure all future state processes align the college strategies, including the IT digital strategy.
- Comply with all relevant workplace policies and procedures
- Other duties as required

Qualifications and Experience

Essential

- A relevant business or technology tertiary qualification.
- Up to 4 years experience and proven track record in a Business Analyst role.
- Experience in multiple facets of business analysis including Agile and Waterfall development methodologies and the use of project management tools
- Experience working closely with a project team to elaborate and prioritise business requirements.
- Experience working with developers to design solutions

- Experience working closely with business stakeholders to translate business requirements to User Stories and confirm acceptance criteria.
- Experience and expertise in process mapping and re-engineering.
- Excellent verbal and written communication skills.
- Strong facilitation skills
- Ability to work in a fast pace environment with tight deadlines

Highly Desirable

- A post-graduate qualification in relevant field.
- Experience with change management particularly around change planning, change communication and generating change artefacts.
- Experience with database analysis and data mapping.
- Demonstrated experience writing SQL queries and report writing (e.g. SSRS, Crystal reports etc.).
- Experience in General Practice Environment – demonstrated knowledge and/or experience in general practice environment.
- Demonstrated knowledge and/or experience in implementing IT solutions with third party vendors.
- Business analysis relevant training/certification.
- Previous experience in Agile projects and running SCRUM.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- All RACGP Employees
- RACGP Senior Leaders
- Project stakeholders
- Project Teams

External:

- External products and services vendors
- RACGP Members and Fellows
- General practitioners and associated practice staff