

POSITION DESCRIPTION

Position Title:	Senior Business Analyst
Department:	Transformation and Major Projects
Reports to:	Manager, Digital & IT Strategy
Mode of Employment:	Contract

Australian Human Resources Institute

The Australian HR Institute (AHRI) is the national association representing human resource and people management professionals.

The team at AHRI:

- Set the professional standard for HR in Australia through HR certification.
- Provide education and training services in HR, people management and business skills.
- Produce world-class conferences, including the AHRI National Convention & Exhibition (NCE)
- Host seminars and networking opportunities all over Australia.
- Celebrate excellence in HR practice across Australia through the highly regarded AHRI Awards.

Find out more: <https://www.ahri.com.au/about-us>

Position Objective

The Senior Business Analyst leads the design, analysis, and improvement of key business processes across AHRI, ensuring alignment with strategic goals and digital transformation objectives. This role plays a critical part in stakeholder engagement, project scoping and delivery, and workshop facilitation, with a strong focus on enhancing member experiences through Dynamics 365 CRM and other digital systems.

The Senior Business Analyst is expected to operate with a high level of autonomy, work closely with cross-functional teams, and support the successful implementation of strategic initiatives and complex projects.

Key Responsibility Areas

Business Process Analysis and Improvement

- Lead enterprise-wide process analysis to identify inefficiencies and recommend automation or system improvements.
- Conduct discovery workshops and stakeholder interviews to gather high-level and detailed business requirements.
- Develop process maps, user stories, and solution-agnostic functional requirements in Azure DevOps.
- Champion system automation and integration efforts aligned to AHRI's digital transformation goals.
- Design, plan, and coordinate user acceptance testing (UAT) and training sessions.
- Ensure that all business process designs and documentation support compliance, data integrity, and governance standards.
- Work with the Digital & IT Strategy manager to implement recommended changes and monitor their effectiveness.

Project Support & Delivery

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- Support the delivery of strategic projects through effective project scoping, resource estimation, and schedule tracking.
- Work with Digital & IT Strategy Manager and project sponsors to manage risks, dependencies, and project timelines.
- Provide traceability between business needs, requirements, and implemented solutions.
- Lead the delivery of business analysis outcomes across multiple, concurrent initiatives.
- Participate in procurement processes including RFPs and vendor evaluations.

Stakeholder Engagement & Communication

- Facilitate workshops and meetings with internal stakeholders, vendors, and partners.
- Build strong, trust-based relationships with all levels of the organisation including executives.
- Translate complex business problems into clear, actionable documentation for both technical and non-technical stakeholders.
- Present recommendations and findings in structured reports.

Digital Systems

- Provide subject matter expertise across AHRI's suite of digital systems, including but not limited to Microsoft Dynamics 365 CRM, Power Pages, member portal, learning management systems, and integration platform.
- Support analysis, optimisation, and enhancement of system functionality to support business efficiency, automation, and improved user experiences.
- Liaise with internal development team, IT stakeholders, and third-party vendors to design scalable, fit-for-purpose digital solutions.
- Support the development and maintenance of self-service functionality for both internal users and external stakeholders across digital platforms.
- Conduct root cause analysis for system, integration, or data-related issues and propose practical, strategic solutions.
- Champion best practices in system governance, data integrity, user adoption, and continuous improvement.

Team Support & Capability Building

- Mentor junior BAs and act as a peer reviewer for analysis outputs.
- Support a culture of continuous improvement and knowledge sharing within the Digital team.
- Contribute to uplift in BA capability and support Agile delivery practices.

Organisational Responsibilities

Occupational Health and Safety

- Co-operate with management in its fulfilment of its legislative obligations. Take reasonable care to ensure own safety and health, and that of others, and to abide by your duty of care provided for in the legislation.
- Report any injury, hazard or illness immediately, where practical to your manager.

Information Technology

- All social media posts must abide by AHRI's policy and follow the AHRI values of respect, confidentiality and privacy.

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Take reasonable care of all IT equipment. All equipment must only be used for the purpose it was provided.
Organisational - Employees are required to contribute to and comply with all AHRI employment and operational policies and procedures. - Follow the AHRI values of Trust / Diversity / Learning / Evolving / Collaborate in conjunction with the AHRI Code of Conduct. - Build and maintain effective relationships with all relevant stakeholders including but not limited to team members, other AHRI employees and our membership/and clients. - Undertake other relevant duties, projects and initiatives which are consistent with the employee's skill, competence, and training. - Actively identify and participate in the development and implementation of improvement initiatives to drive business growth. - During periods of high volume / events employees are required to be available to work in the office as directed and undertake reasonable travel. - Undertake all training as directed. - Employees are required to undertake their duties within the core hours of 7am to 7pm.

Key Selection Criteria	
Qualifications	- Tertiary qualification in Business Analysis, IT, Information Systems, or a related field. - Professional certifications such as CBAP, CCBA, or AgileBA highly regarded. - Microsoft Dynamics 365 or Power Platform certifications preferred.
Experience/ Knowledge/Attributes	- Minimum 6 years' experience as a Business Analyst, including at least 2 years in a senior capacity, with demonstrated success in guiding project delivery and BA teams. - Proven experience in end-to-end digital project delivery, including planning, scoping, stakeholder engagement, business case development, requirements gathering, and overseeing implementation across cross-functional teams. - Demonstrated ability to drive business process improvement initiatives, facilitate workshops, and influence decision-making at all organisational levels. - Strong project management capabilities with experience managing or coordinating medium-scale digital transformation projects, preferably within an Agile delivery framework. - Deep expertise in Microsoft Dynamics 365 CRM, with a strong understanding of its data model, process flows, user experience design, and customisation capabilities. - Skilled in developing high-quality business analysis artefacts, including business requirements, functional specifications, solution scope, process maps, use cases, and acceptance criteria.

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	• Advanced proficiency with data analysis and visualisation tools such as Power BI and Excel, and familiarity with APIs, system integrations, and low-code automation platforms. • Excellent communication, facilitation, and negotiation skills with the ability to influence stakeholders, manage conflicting priorities, and ensure alignment between business needs and technical delivery. • Strong organisational and time management skills with the ability to handle multiple priorities, and consistently meet deadlines. • Demonstrated ability to operate independently and proactively, with a flexible, solutions-focused mindset and strong problem-solving skills. • Proven experience fostering collaboration across business and technical teams, with a commitment to knowledge sharing and continuous improvement.
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By e-signing the Info Request delivered via Deel, I confirm my acceptance of this position description.