



## PREPARING YOUR JOB APPLICATION

To prepare your application please complete the following.

- Review the mission and ministry distinctives outlined on page 2
- Review the position description outlined on page 3
- Develop a 1 – 2 page cover letter outlining;
  - Why you are interested in the role.
  - How you would fit with Compassion’s organisational identity and culture and
  - How your skills and experience suit the role.
- Develop a concise resume outlining your qualifications and employment history.
- Respond to the screening questions in the online application form (minimum 200 words per question).

## CONTACT US

If you have any questions regarding the role, please email [peopleandculture@compassion.com.au](mailto:peopleandculture@compassion.com.au)

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Updated: August 2020	Owner: People & Culture	Page 1 of 4
Job Family:	Band:	

## ESSENTIAL INFORMATION ABOUT COMPASSION

### MISSION

Compassion exists to release children from poverty in Jesus' name.

### DISTINCTIVES

**Christ-centred:** We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and non-coercive way.

**Child-focused:** Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.

**Church-based:** We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

### STATEMENT OF FAITH

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

**Section:** Technology  
**Team:** Technology Enablement Team (TET)

**Reports to:** TET Project Manager

### Primary Purpose

In response to God's calling and in the power of the Holy Spirit the **Business Analyst (Workflow)** is responsible for managing the priorities of the Technology Enablement Team (TET) team in accordance with the desired outcomes of the wider ministry. As such they will schedule the work of TET Developers, TET Operations and TET Reporting and Data projects accordingly and drive accountability for process and timeliness of delivery.

### Key Accountabilities

- Work with other Departments through work requests to understand requirements and priorities.
- Prioritise and triage work requests from stakeholders by undertaking preliminary assessments of the requests based on business need and value
- Provide guidance and direction to members of TET regarding priorities across different levels of project and maintenance tasks.
- Evaluation and mapping of processes, pro-actively anticipating requirements, identifying areas for business improvement, developing and implementing solutions coupled with the ability to create and write relevant technical documentation.
- Aid in the definition of project scope, objectives, requirements, dependencies, and technical feasibility. Involve all relevant stakeholders to ensure alignment with strategic goals and vendor managed solutions to ensure delivery of ministry value.
- Engage appropriate areas of TET/contractors/partners to design a solution including requirements gathering, documentation and estimation of delivery.
- Effectively communicate with project team members and relevant stakeholders to ensure understanding of project scope, project deadlines, project integrations, activity assignment and ensure deliverables are met.
- Report on progress of work and empower teams to set and meet required timelines and budgets.
- Design and manage quality assurance reviews against solutions delivered throughout projects.
- Uphold project co-ordination standards and practices including scheduling, communication, documentation and meetings.

### Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- Highly Developed understanding of project management concepts
- Highly Developed verbal and written communication skills in order to translate technical concepts for non-technical staff
- Ability to quickly learn new IT services and concepts
- Ability to effectively manage time, problem solve and prioritize under pressure
- Ability to influence and indirectly lead teams to meet required outcomes by using analytic skills
- Competent in Microsoft Office tools and a variety of workflow/process management tools
- Diploma in project/workflow management or equivalent experience
- Basic experience Co-ordinating and delivering projects in an agile methodology.
- Experience working with a technology team (IT, Design or otherwise).
- Substantial experience managing competing priorities and managing stakeholder expectations
- Substantial experience in providing 'outside the box' thinking to provide solutions
- Substantial Experience in leading a team of peers to meet process standards and delivery timeframes
- Bachelor in Business Information Systems, Information Technology or other relevant degree (desirable)

**Communicates with influence:** *Communicates with others in a compelling way, that leads to action and outcomes, ensuring alignment with Compassion's ministry values*

Success looks like:

- Positively influences, motivates and negotiates with team members and external partners to achieve outcomes
- Communicates with humility, grace and authenticity
- Pursues healthy and courageous conversations with team members, even in difficult circumstances
- Demonstrates active listening, seeking to understand the perspectives of others
- Communicates concerns or frustrations in a constructive manner
- Engages with communications across the ministry to ensure up-to-date knowledge and alignment

**Delivers on the strategy:** *Responsible for and committed to creating, leading and delivering strategic outcomes in accordance with the ministry strategy*

Success looks like:

- Is reliable and consistent in delivering on key objectives and responsibilities
- Meets deadlines and targets to deliver work on time, with a high quality
- Takes time to understand the strategies prior to delivering the task
- Demonstrates accountability for achievement of individual results

**Demonstrates business acumen:** *Learns and applies business principles and practices to deliver value, innovate processes and achieve results.*

Success looks like:

- Leads and manages projects and events in accordance with ministry methodology
- Understands our ministry context including our products, programs and supporter engagement
- Evaluates the success, value and effectiveness of projects and strategic initiatives
- Demonstrates awareness regarding external trends in discipline or industry, recognising how these may impact processes and functions
- Takes action to improve, innovate and transform processes
- Proactively responds and adapts to change, even when it's challenging
- Demonstrates digital knowledge and dexterity in order to engage with stakeholders

**Develops effective relationships:** *Intentionally builds healthy and authentic relationships that reflect our values and support ministry outcomes*

Success looks like:

- Pursues and achieves both effective working relationships as well as effective results and outcomes
- Demonstrates self-awareness and emotional intelligence that facilitates effective relationships
- Deepens relationships with internal and external partners through shared understanding and a posture of learning
- Readily receives feedback from both internal and external stakeholders, and actions accordingly
- Demonstrates empathy and care for others
- Puts Christ first in daily decision making

**Leads high-performing teams:** *Coaches and mentors team members, encouraging and challenging them to live out our ministry values and achieve results*

Success looks like:

- Recognises the importance and value of team work and actively participates in team projects
- Holds self and others accountable for performance and behaviours
- Actively seeks out feedback and coaching from others to improve performance and build team culture
- Collaborates with others within and outside of immediate team to achieve results