



PREPARING YOUR JOB APPLICATION

1. Read through the *Essential Information About Compassion* in the following pages to familiarise yourself with the big picture of Compassion's ministry. You can also find out more about who we are and what we do at [our website](#).
2. Read through the Job Advertisement for the role to familiarise yourself with the particular role you are interested in.
3. Prepare a written application comprised of:
 - a. A brief cover letter outlining why you are interested in the role and how you would fit with Compassion's organisational identity and culture as well as how your skills and experience suit the role.
 - b. A concise resume outlining your qualifications and employment history.
 - c. Answer the screening questions as part of the application form (approx 100 words per question).

ESSENTIAL INFORMATION ABOUT COMPASSION

MISSION

Compassion exists as an advocate for children – to partner with, equip and inspire the Church to release children from poverty in Jesus' name

VISION

Transformation of lives, communities and nations through releasing 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.

POSITION DESCRIPTION

Position Information	
Job title: Senior Business Analyst	Reports to: Senior IT Manager
Team: Technology Enablement	One up Manager: Executive Director: Finance and Technology
Section: Finance & Technology	Location: Newcastle Office
Job Description <input type="checkbox"/> New <input checked="" type="checkbox"/> Updated	Date updated: January 2020
Key Relationships: <ul style="list-style-type: none"> • Workflow Co-Ordinator • Technology Enablement Team • Senior Project Manager • Senior IT Manager • All Compassion Australia staff 	

Primary Purpose		
<p>In response to God's calling and in the power of the Holy Spirit, the Senior Business Analyst is a process and project champion driving ministry-wide process efficiency and providing high quality support to enterprise technology projects.</p>		
Ministry Values and General Requirements		
Ministry Values	Trust God	<ul style="list-style-type: none"> • Am I trusting God and maintaining joy in all situations?
	Be Well	<ul style="list-style-type: none"> • What am I doing to care for myself physically, emotionally, spiritually and mentally?
	Value Others	<ul style="list-style-type: none"> • Do I champion those around me, treating them with dignity and respect?
	Achieve Together	<ul style="list-style-type: none"> • Do I actively collaborate with others in order to fulfil our mission?
	Grow Through Challenge	<ul style="list-style-type: none"> • Am I learning, adapting and pursuing creative solutions?
General Requirements	<ul style="list-style-type: none"> • Active Christian faith demonstrated by involvement in local church fellowship • Commitment to Compassion's Statement of Faith • Strong desire to see children released from poverty in Jesus' name • A servant heart with a desire to serve in the ministry of Compassion • Personal and professional integrity • Prepared to undergo Criminal History checks 	

Key Accountabilities

Business process champion, with a passion for driving and delivering efficiency and effectiveness in process. This includes:

- Evaluation and mapping of process', pro-actively anticipating requirements, identifying areas for business improvement, developing and implementing solutions coupled with the ability to create and write relevant technical documentation.
- Map ministry processes and how they interact across products, programs, channels and functions.
- Prioritise initiatives based on business need and value.

Provide high quality analytical value and leadership to large projects:

- Perform, lead and facilitate requirements gathering.
- Develop, co-ordinate, roll out and facilitate training, workshops and coaching for end users.
- Write, interpret and assist in the development of in-depth technical documents including build specifications.
- Implement testing and defect reporting on software projects by writing and using test plans and use cases.
- Completing User Acceptance Testing.
- Serve as a liaison between stakeholders and users.
- Effectively communicate insights and plans to cross functional team members and managements.
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
- Coordinate and lead Ministry Analysts, and other relevant staff, as required.
- Other relevant duties as required.

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Job Specific Skills, Knowledge & Qualifications, Experience

<p style="text-align: center;">Skills</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Ability to quickly learn new processes, systems and technology • Ability to plan, prioritise tasks, and manage time efficiently, including the ability to work simultaneously across a number of projects • Ability to work autonomously and also participate effectively in team and cross-functional environments in order to achieve high quality results • Strong communication skills including ability to discuss problems, analyse and formulate solutions with a range of technical and non-technical users and stakeholders • Ability to present and communicate ideas, deliver testing and training • Ability to create detailed process maps and other technical / project documents • Ability to establish project and development priorities that result in the agreed project objectives • Ability to think creatively and propose varied alternatives • Advanced competency with Microsoft Office applications (Word, Excel, Outlook and PowerPoint) <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to lead and coordinate small teams
<p style="text-align: center;">Knowledge & Qualifications</p>	<p>Essential:</p> <ul style="list-style-type: none"> • In-depth understanding of business principles and processes • Understanding of software development processes and/or IT hardware and systems • Recognised training in business, management, IT or relevant field • Bachelor's degree in business, Software Engineering, IT or related discipline; or an equivalent level or quantity of training/qualifications as deemed satisfactory by Compassion Australia • IIBA or BABOK Certification • Understanding of Agile and waterfall Project Methodologies <p>Desirable:</p> <ul style="list-style-type: none"> • Cert IV Training and Assessment • Knowledge of global poverty and development
<p style="text-align: center;">Experience</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Extensive experience in Business Analysis or business process-related projects, including requirements gathering, process mapping, and business systems/process analysis, modelling, development and re-engineering • Experience as part of a project team e.g. as a Subject Matter Expert (SME) • Experience in roll out of large technology projects • Experience improving processes within teams and departments • Experience in creating and delivering presentations and training • Experience in various aspects of software/application test management, including test planning, execution, defect management and reporting • Experience in writing procedures and technical documentation • Experience in risk management <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in enterprise-wide change management • Experience working for a Christian ministry or not-for-profit organization • Experience in Customer Relationship Management systems (CRM)

Competency Profile		
Foundational Competencies	Level	Description of Competency
Organisational Knowledge for Decision Making	3	<ul style="list-style-type: none"> Describes Compassion's basic philosophical and theological stance on key ministry topics (e.g. poverty) Explains details of Compassion field operations including Compassion's four core programs Describes features and purposes of Compassion ministry offerings in detail
Health & Safety	1	<ul style="list-style-type: none"> Identifies and responds to hazards, near misses, incidents and emergency situations according to established protocols Identifies relevant Health & Safety personnel (e.g. Health & Safety Representative, Return to Work Coordinator) and process for contacting them
Communication	3	<ul style="list-style-type: none"> Implements simple consultation process in order to gather and refine ideas across multiple workgroups Makes simple and persuasive presentations to internal audiences using appropriate techniques and materials Writes complex documents (e.g. procedures, reports) for a wide audience in keeping with intended purposes
Teamwork	3	<ul style="list-style-type: none"> Facilitates effective sharing of knowledge and resources across multiple workgroups Builds and utilises large internal networks in order to develop mutual understanding and complete tasks or projects involving multiple workgroups
External Relationships	2	<ul style="list-style-type: none"> Utilises and manages a wide range of existing external relationships to complete complex tasks Builds a small number of new external relationships to complete complex tasks Ensures all existing and new relationships comply with ministry guidelines and are legally and financially sound
Technology	4	<ul style="list-style-type: none"> Utilises advance functions of generic productivity tools on a regular basis in order to complete work (e.g. pivot tables, macros) Utilises a range of specialised software packages to complete work (e.g. HRIS) Manages or models technological innovation or change within a workgroup

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Analysis and Problem Solving	4	<ul style="list-style-type: none"> Utilises complex tools or reports (e.g. monthly finance reports) in order to make decisions, solve important problems or improve operations across multiple workgroups Promotes continuous learning and improvement across multiple workgroups
Organising	3	<ul style="list-style-type: none"> Organises limited financial, human and technological resources in order to successfully deliver projects within a workgroup