

Position Description

POSITION TITLE: Senior Business Improvement Analyst – Operations (SBIA)

DEPARTMENT: Business Improvement

RESPONSIBLE TO: General Manager, Business Improvement

DIRECT REPORTS: Nil

EMPLOYMENT TYPE: Full-time

LOCATION: Panorama

SCREENING REQUIRED:

National Police Check WWC DCSI – Disability Medical

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Bedford recognises an opportunity to enhance efficiencies within its Operations and Finance functions and is migrating its enterprise resource planning (ERP) to an upgraded cloud equivalent. The organisation currently operates in three commercial industrial service business areas:

- Packaging
- Landscaping and horticulture services (Adelaide Property & Gardens [APG])
- Manufacturing

As a SBIA, you are responsible for guiding the ERP migration which is a vendor-led implementation, entailing a Dymanics 365 (D365) Business Central solution.

Your role will evolve as the business grows into its new system and is described as follows:

- Phase 1 – Project rollout
- Phase 2 – Continuous improvement

KEY RESPONSIBILITIES

Your key responsibilities in Phase 1 (Project rollout) will include:

- Act as the key liaison between Bedford's Operations & ICT teams and the Vendor, to ensure the project deliverables are successfully embedded

- Perform gap analyses to identify discrepancies between the vendor's out-of-the-box product and current or prospective business processes; provide recommendations based on sound rationale and collaboration with all stakeholders
- Undertake ad-hoc business analysis, KPI definition, report creation, risk monitoring and issue resolution
- Ensure agreed deliverables are ratified by administering user acceptance testing (UAT)
- Ensure thorough training and training documentation is administered to all end users
- Develop D365 and Office 365 (O365) expertise by working closely with the vendor and SBIA - Finance to improve understanding of the Microsoft applications suite

Your key responsibilities in Phase 2 (Continuous improvement) will include:

- Drive improved decision making, accountability and planning effectiveness through the introduction of a sales and operations planning strategy
- Provide consultative services to Bedford's Operations teams to develop tactical plans which will drive optimal performance and profitability through the development and continued usage of integrated business processes
- Gather and assess data to derive insights into operational activities and report on KPI achievements to senior management and the Board
- Design suitable reporting mechanisms and develop standard reports for the businesses to understand performance and quickly identify areas of concern and improvements
- Provide senior management with improvement recommendations and work with their businesses to embed changes in a sustainable manner
- Liaise with Operations teams on the implementation of new or supplementary business improvement initiatives, adhering to Bedford's project and procurement practices
- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework
- Support employees to achieve their NDIS goals and objectives
- Comply with all Bedford policies and procedures including the Code of Conduct and provide feedback where required
- Travel between office locations/regions as and when required
- Undertake other duties as required and per the direction of the General Manager, Business Improvement

KEY CHALLENGES

- Build collaborative relationships with key stakeholders across Bedford, internally and externally
- Think and act commercially; focusing on maximizing business opportunities

SKILLS/ATTRIBUTES

Personal Attributes

- A positive and empathic attitude towards people with a disability
- Possesses a can-do attitude
- Flexible and approachable, with a friendly manner
- A highly skilled communicator with strong negotiation and influencing skills
- Strong stakeholder engagement skills and collaborative working style

- Achievement focused, with attention to detail and the ability to deliver outcomes within demanding timeframes
- Strong focus on continuous improvement with the ability to work across the business to broker appropriate solutions to business challenges

Essential Skills and Qualities

- Tertiary qualification in Finance, Business, Project Management or a related discipline, or equivalent experience
- Demonstrated experience within ERP implementations and the structure of single source data (MDM)
- Familiar with Sales and Operations Planning and Integrated Business Planning
- Accomplished in the usage of Project Management methods, tools and reporting models
- An understanding of commercial operations in an industrial services environment
- Provision of support services to drive efficiency and service improvements

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards).

OTHER RELEVANT INFORMATION

Further information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of Senior Business Improvement Analyst – Operations.

[NAME]

Signed _____

Date _____