

Business Analyst Role Description

Role Title: Business Analyst

Role Reports to: Project Manager

PURPOSE:

The focus of this role is to support the implementation of Enlighten’s proprietary software and methodologies, and to enable our clients to drive performance improvement in key metrics, such as efficiency, productivity, quality and internal employee engagement. Additionally, this role’s purpose is to support Enlighten management to guarantee a successful implementation on Enlighten.

KEY ACCOUNTABILITIES:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Implement Enlighten software - a workforce and performance management tool.
- Support managers on the definition of activities, processes requirements and process capabilities.
- Understand organization’s goals and ensure that goal alignment is occurring at every level.
- Provide overall support for senior Enlighten staff to ensure a successful implementation of software and methodologies.
- Aid in coordinating team meetings, both internal and external, as well as other general scheduling.
- Coordinate trainings and workshops led by Consultants in order to instruct client managers on scheduling, forecasting, and other functions of the Enlighten software and methodologies.
- Help to provide coaching and support to leaders and team members on the daily use of Enlighten.
- Assist in conducting value added assessments (VAAs) to determine time standards for activities.
- Support in training managers on “telling the story” behind team performance using key Enlighten metrics (e.g. Efficiency, Utilization, Productivity) in a manner that is consistent with program goals.
- Assist managers through the change curve and required behavioral change.
- Ensure the new methodology and behavioral change is firmly embedded across the business to facilitate long-term sustainability far beyond project completion.
- Adhere to Enlighten's information security and privacy policies, procedures, standards, and guidelines.
- Safeguard Enlighten's information assets, including client data.
- Practice discretion and professionalism while working with internal and client data, trade secrets, and other privacy matters.

MINIMUM REQUIREMENTS:

- Bachelor’s Degree or above (Business, IT or management disciplines), MBA preferred.
- Two years of experience in an operational environment within a banking/insurance/financial services organization.
- High level of proficiency with Microsoft Excel and PowerPoint, proficiency with all MS Office programs.
- Must be willing and able to commit to regular interstate and overseas travel on a weekly basis.

KEY SKILLS

- Superior presentation, communication (oral and written) and interpersonal skills.
- Demonstrated ability to direct, influence and coach leaders to achieve program outcomes.
- A patient, customer-centric and proactive mindset.
- Ability to take direction from management, as well as receive construct criticism.
- Ability to develop and maintain effective relationships with leaders at all levels in the business.
- Time management skills with experience in working to tight project deadlines.

- Ability to understand user requirements and desired business outcomes.
- Ability to utilize quantitative and qualitative data to interpret reports.
- Expertise in the use of Microsoft Applications – specifically Excel, Word and PowerPoint.
- Strong problem-solving skills and an ability to work independently and within a team.
- Confidence to present to, and hold discussions with, managers at all levels, including senior management.
- Passion for identifying waste and putting process improvement opportunities into action.

Enlighten are committed to the ongoing professional development of their employees. We make investments to ensure online and in-person career development opportunities are provided for each member of our team. Enlighten is an equal opportunity employer. All qualified applicants will receive consideration for employment.

Please note that unfortunately, Enlighten does not provide visa sponsorship.