

(creditor)watch

Program BA

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## CreditorWatch – Program BA

### About the Company:

CreditorWatch is an innovative and customer-centric commercial credit reporting bureau, empowering users to perform due diligence and determine risk to their business. With over 50,000 customers who range from sole traders through to ASX listed companies, we offer credit management tools and credit risk information on any entity in Australia. Our online platform and additional integrated products and services, enable customers to save time and make affordable, informed credit decisions.

### Reports To:

This role reports directly to the GM (Transformation).

### Your Stakeholders:

#### Internal:

- Program Manager & Enterprise Architect
- Billing SMEs & Salesforce SMEs
- Sales Lead/SME & Finance SMEs
- Product Manager & Product Owners
- Engineering Managers & DEV Leads
- Executive LT (CFO, CPO, CTO, CCO)

#### External:

- MS-Dynamics Consultants
- Salesforce Consultants
- AWS SMEs
- Payment Gateway

### Your Impact:

This role is responsible for defining requirements, analysing options, coordinating, documenting the internal & external programs for CreditorWatch. It is a hands-on, business analyst role responsible for delivering the transformation roadmap and solutions to internal & external customers.

### Responsibilities:

- Defining and documenting our business processes (current and target), key product requirements and delivering effective user stories
- Gathering, validating and documenting business requirements.
- Analysing commercial and internal data.

- Modelling business processes and identifying opportunities for process improvements.
- Identifying issues, risks and benefits of existing and proposed solutions and outlining business impacts.
- Creating functional specifications for solutions.
- Estimating costs and identifying business savings.
- Simplifying information and deciphering technical jargon so it is easily understood by the whole team.
- Implementing and testing of solutions.
- Supporting business transformation and helping to establish change.
- Support multiple concurrent projects and program
- Support program delivery in coordination with various internal SMEs (Product Managers, Project Managers, Engineering/DEV team) as well as external vendors.
- Use negotiation skills, influence, and creativity to achieve successful outcomes around scope, schedule, costs/budget, issues/risks, and resources.
- Be a resource to project team in developing upfront estimates of time and resource utilization through organized discovery with stakeholders, IT resources and vendors.

## **Competencies (Essential behaviour required for the role):**

- 5+yrs business analysis experience.
- Excellent ability to communicate and work with technical and non-technical people alike.
- Ability to work independently and as a contributing, collaborative team member.
- Strong problem-solving skills.
- Excellent listening skills and a commitment to communicate clearly, completely, and in a timely manner.
- Exceptional skills in partnering with clients/ staff and in developing and maintaining long term supportive relationships.
- Ability to assess the effectiveness of processes and procedures and recommend improvements.
- Experience with the Agile product development process, including documenting backlogs, representing the customer when answering questions or reviewing technical development and assisting project teams with UAT.

- Assist with the delivery of solutions end to end and ensuring desired outcomes are delivered.
- Must be resourceful, self-directed and motivated.
- Advanced user of Microsoft Office, particularly Visio, PPT, Excel and Word
- Experience in Jira and Confluence (preferred but not essential)
- Understanding of Security best practices, ISO requirements & PCI DSS Compliance.
- University Degree in relevant discipline.

### **Key attributes (relevant for the role):**

- Excellent time management skills.
- Excellent documentation and presentation skills.
- Self-motivated, team player, action and results oriented.
- Ability to successfully work under tight project deadlines.
- Ability to manage stakeholder/customer expectations and ensure that internal teams can meet agreed timelines.

### **Benefits:**

- Fun, friendly, casual working culture
- High performing and supportive team
- Great work/life balance
- Personal development and growth opportunities
- Free membership to Fitness First locations around Australia
- In office ping-pong table
- Fully stocked kitchen

We offer a fantastic culture with open communication and rewards and recognition that include probation celebrations, all-staff birthday and service anniversary celebrations.

We are an equal opportunity employer and we are committed to excellence through diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.