



POSITION TITLE:	Business Analyst (Organisational Improvement)
DEPARTMENT:	Business Operations
DATE:	July 2026
REPORTS TO:	Head of Strategy, Risk & Organisational Development
FTE:	1.0
LOCATION:	Richmond, Melbourne (Hybrid)

CBM AUSTRALIA

CBM Australia is Christian international development organisation with a focus on disability. We have more than 115 years' experience developing proven community-based programs that help millions of people with disabilities benefit from real and lasting change. We work alongside people with disabilities living in the world's poorest places to fight poverty and exclusion and transform lives.

ORGANISATIONAL VISION

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

ORGANISATIONAL MISSION

CBM is fighting to end the cycle of poverty and disability.

DEPARTMENTAL OBJECTIVE

The Business Operations department at CBM Australia provides essential support services that enable the organisation to operate efficiently, transparently, and in alignment with its mission.

The Strategy, Risk and Organisational Development function supports CBM Australia to make better decisions, focus effort on the most important work, align activity to strategy, learn quickly and adapt to change. The function brings together organisational strategy, adaptive ways of working, business analysis, risk, compliance, policy governance and cross-functional project support so that organisational priorities are clear, well-governed and effectively delivered.

TRAVEL

No travel is anticipated for this role

SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS

CBMA is committed to the protection and safety of all children and vulnerable adults that come into contact with our organisation and programs. All staff are required to understand and comply with CBM Australia's Safeguarding Policy and Prevention of Sexual Exploitation, Abuse and Harassment Policy, Code of Conduct and Safeguarding Behaviour Statement.

POSITION SUMMARY

The Business Analyst (Organisational Improvement) supports CBM Australia to improve how work is understood, prioritised, coordinated and delivered. The role partners with leaders and teams to analyse organisational challenges and opportunities, clarify problems, facilitate shared understanding, design practical improvements, and support adaptive ways of working that strengthen organisational effectiveness and strategic delivery.



MAIN ACTIVITIES

Business Analysis and Process Improvement

Support the analysis and improvement of organisational processes, workflows, services, systems and ways of working to enhance organisational effectiveness and delivery of strategic outcomes.

Key responsibilities:

- Support stakeholders to understand organisational challenges, opportunities and improvement needs.
- Facilitate discovery, analysis and problem clarification activities to help teams understand underlying causes rather than symptoms.
- Analyse and document current-state and future-state processes, workflows, services and ways of working.
- Gather, synthesise and translate stakeholder perspectives into practical insights and improvement recommendations.
- Support teams and leaders to clarify objectives, outcomes, measures of success and improvement opportunities.
- Apply systems thinking to identify dependencies, constraints, risks and factors influencing organisational performance.
- Use evidence, data, stakeholder insights and practical improvement methods to support informed decision-making.
- Support the design, testing and implementation of practical improvements that balance value, effort, risk and organisational capacity.
- Contribute to the identification of opportunities where BI, automation, AI-enabled tools or improved ways of working may improve effectiveness, insight or flow of work.

Project and Initiative Enablement

Support teams and initiative leads to establish clear, effective and visible approaches for agreed organisational initiatives and strategic projects.

Key responsibilities:

- Support teams to clarify objectives, outcomes, scope, priorities, assumptions and dependencies.
- Support teams to design and structure work in ways that improve clarity, ownership, visibility and flow.
- Help teams break work into manageable and meaningful pieces that align with agreed outcomes.
- Support the establishment and use of fit-for-purpose work management approaches, including Jira and related tools where appropriate.
- Assist teams to identify dependencies, risks, bottlenecks and competing demands that may affect delivery.
- Facilitate alignment discussions where priorities, constraints or perspectives differ.
- Support teams to maintain visibility of progress, issues, decisions and next steps through practical reporting and information-sharing approaches.
- Prepare or contribute to materials that support planning, decision-making, governance discussions and organisational visibility.

Working@CBM and Adaptive Ways of Working

Support the adoption and continuous improvement of Working@CBM practices that help teams collaborate effectively, focus on outcomes, learn quickly and adapt to changing circumstances.

Key responsibilities:



- Help teams apply Working@CBM principles in practical ways, including clarity, ownership, prioritisation, collaboration, feedback and flow.
- Facilitate workshops, planning sessions, retrospectives that strengthen team effectiveness and learning.
- Support teams to break work into manageable pieces, clarify ownership and improve visibility of progress.
- Provide practical support with Jira and other work management, planning and collaboration tools where appropriate.
- Contribute to guides, templates, practices and examples that support adoption of Working@CBM.
- Encourage experimentation, reflection and continuous improvement without adding unnecessary process overhead.
- Support teams to capture learning from experience, feedback, data and outcomes.
- Identify recurring patterns, opportunities and improvement themes and share insights with the Head of Strategy, Risk and Organisational Development.
- Contribute to the ongoing evolution of Working@CBM based on evidence, feedback and organisational learning.

Evidence, Insight and Practical Improvement Tools

Use data, evidence and fit-for-purpose tools to support better decision-making, organisational learning and continuous improvement.

Key responsibilities:

- Use available data, reports, dashboards and stakeholder insights to support analysis and recommendations.
- Engage stakeholders to test assumptions, validate findings and refine recommendations.
- Identify opportunities where BI, automation, AI-enabled tools or workflow improvements may reduce manual effort or improve the quality, timeliness or usefulness of organisational insight.
- Work with relevant teams to shape practical, sustainable improvements rather than complex or over-engineered solutions.
- Support the development of meaningful measures that help teams understand whether improvements are achieving intended outcomes.
- Document lessons learned and contribute to organisational knowledge-sharing and learning practices.
- Support the use of data and evidence in organisational discussions, prioritisation and decision-making.

KEY SKILLS / QUALITIES

Essential Skills and Experience

- Enthusiasm for the mission of CBM Australia and comfort with being part of a faith-based organisation.



- Demonstrated experience in business analysis, organisational improvement, process improvement, service improvement or a related role.
- Practical experience analysing business processes, documenting requirements, facilitating discovery and supporting current-state and future-state analysis.
- Strong facilitation skills, including workshops, discovery sessions, planning conversations, retrospectives or stakeholder consultations.
- Ability to gather, synthesise and communicate information from diverse stakeholders and perspectives.
- Experience helping teams clarify problems, design improvements and translate ideas into practical action.
- Understanding of systems thinking and the ability to identify relationships, dependencies, constraints and root causes.
- Familiarity with organisational agility, adaptive ways of working or continuous improvement frameworks.
- Confidence supporting teams to use work management and collaboration tools, including Jira or similar platforms.
- Data literacy and ability to use evidence to support recommendations and decision-making.
- Practical understanding of BI, automation and AI-enabled tools, and the ability to identify opportunities where these may improve organisational effectiveness.
- Excellent written and verbal communication skills, including the ability to prepare concise decision-support materials for leaders and teams.
- Ability to work independently within agreed scope while exercising sound judgement and escalating matters where appropriate.

Desirable Skills and Experience

- Experience in a not-for-profit, international development or purpose-led organisation.
- Experience supporting cross-functional organisational improvement or transformation initiatives.
- Experience facilitating organisational learning, retrospective or continuous improvement practices.
- Exposure to Agile, Lean, continuous improvement, service design, human-centred design or comparable improvement approaches.
- Relevant qualifications or certifications in business analysis, agile delivery, Lean, continuous improvement, service design, change support or related disciplines.

INTERNAL CONTACTS

Leaders across CBM Australia, cross-functional project and improvement teams, People and Culture, Finance, Technology, Program Impact, Fundraising & Marketing, and other internal stakeholders as required.

EXTERNAL CONTACTS

None?

IH Alternative:

MAIN ACTIVITIES

Business analysis and process improvement

Support the analysis and improvement of business processes, workflows, services, systems and ways of working.

Key responsibilities:

- Support the scoping, planning, sequencing and refinement of assigned initiatives.
- Work with stakeholders to clarify objectives, outcomes, scope, risks and dependencies.
- Assist with work breakdown, action tracking, dependency mapping and progress visibility.
- Facilitate alignment conversations where priorities, constraints or perspectives differ.
- Maintain clear documentation of agreed scope, actions, decisions, dependencies and next steps.
- Support the preparation of materials for leadership, project or team discussions.
- Help teams connect initiative activity to agreed organisational objectives and outcomes.
- Contribute to reporting views, dashboards or other tools that improve visibility of work and progress.

Project and initiative support

Provide practical project management and coordination support for agreed organisational initiatives and strategic projects.

Key responsibilities:

- Support the scoping, planning, sequencing and refinement of assigned initiatives.
- Work with stakeholders to clarify objectives, outcomes, scope, risks and dependencies.
- Assist with work breakdown, action tracking, dependency mapping and progress visibility.
- Facilitate alignment conversations where priorities, constraints or perspectives differ.
- Maintain clear documentation of agreed scope, actions, decisions, dependencies and next steps.
- Support the preparation of materials for leadership, project or team discussions.
- Help teams connect initiative activity to agreed organisational objectives and outcomes.
- Contribute to reporting views, dashboards or other tools that improve visibility of work and progress.

Working@CBM and adaptive ways of working

Support the adoption and continuous improvement of Working@CBM practices in teams.

Key responsibilities:

- Help teams apply Working@CBM principles in practical ways, including clarity, ownership, prioritisation, collaboration, feedback and flow.
- Facilitate workshops, planning sessions and retrospectives to support team effectiveness and learning.
- Support teams to break work into manageable pieces, clarify ownership and improve visibility of progress.
- Provide hands-on support with Jira and other work management or collaboration tools where relevant.
- Contribute to simple guides, templates and examples that help teams embed improved practices.



- Identify patterns in feedback and improvement activity and share insights with the Head of Strategy, Risk and Organisational Development.
- Encourage practical experimentation and continuous improvement without adding unnecessary process overhead.

Evidence, insight and practical improvement tools

Use data, evidence and fit-for-purpose tools to support better decision-making and improvement.

Key responsibilities:

- Use available data, reports, dashboards and stakeholder insights to support analysis and recommendations.
- Engage stakeholders to test assumptions, validate findings and refine recommendations.
- Identify where BI, automation, AI-enabled tools or workflow improvements may reduce manual effort or improve insight quality.
- Work with relevant teams to shape practical, sustainable improvements rather than complex or over-engineered solutions.
- Support the development of simple measures that help teams understand whether improvements are working.
- Document lessons learned and contribute to organisational knowledge-sharing.

KEY SKILLS / QUALITIES

Essential skills and experience

- Demonstrated experience in business analysis, process improvement, service improvement or a related role.
- Practical experience mapping processes, documenting requirements and supporting current-state / future-state analysis.
- Strong facilitation skills, including workshops, discovery sessions, planning conversations or retrospectives.
- Ability to gather, synthesise and communicate information from multiple stakeholders.
- Sound project coordination skills, including action tracking, dependency mapping, risk/issue identification and progress visibility.
- Experience supporting teams to adopt improved processes, tools or ways of working in practical, fit-for-purpose ways.
- Confidence using collaboration, work management and reporting tools (experience with Jira or similar tools desirable).
- Data literacy and ability to use evidence to support practical recommendations.
- Clear written and verbal communication skills, including the ability to produce concise decision-support materials.
- Ability to work independently within agreed scope, applying judgement and escalating complex or higher-risk matters as needed.
- Enthusiasm for the mission of CBM Australia and comfort with being part of a faith-based organisation.

Desirable skills and experience

- Exposure to Agile, Lean, continuous improvement, human-centred design or service design methods.
- Experience in a not-for-profit, international development or purpose-led organisation.
- Experience supporting cross-functional organisational initiatives.
- Familiarity with BI, automation or AI-enabled improvement opportunities.



- Relevant qualifications or certifications in business analysis, agile delivery, project management, continuous improvement or change support.

Refined third version:

POSITION SUMMARY

The Business Analyst (Organisational Improvement) supports CBM Australia to understand business processes, clarify improvement opportunities and make practical changes that improve how work is organised, supported and delivered. Working in partnership with leaders, teams and stakeholders, the role supports analysis, problem clarification, agreed initiatives and adaptive ways of working, with a focus on proportionate, usable improvements aligned to agreed priorities.

RESPONSIBLE FOR

Business analysis and organisational improvement

Support the analysis and practical improvement of organisational processes, workflows, systems and ways of working to enhance organisational effectiveness and delivery of strategic outcomes.

Key responsibilities:

- Work with leaders and teams to understand organisational challenges, opportunities and improvement needs.
- Understand current-state processes, workflows, systems and ways of working.
- Analyse stakeholder input, data and documents to identify root causes, dependencies, risks and constraints.
- Facilitate discovery, analysis and problem clarification activities to help teams understand underlying causes rather than symptoms.
- Apply systems thinking to identify dependencies, constraints, risks and factors influencing organisational performance.
- Support teams to design, test and implement practical improvements that balance value, effort, risk and organisational capacity.
- Contribute to the identification of opportunities where BI, automation, AI-enabled tools or improved ways of working may improve effectiveness, insight or flow of work.
- Connect improvements to agreed objectives, priorities, capacity and delivery considerations.

Working@CBM and adaptive ways of working

Support the practical adoption and continuous improvement of Working@CBM practices that help teams collaborate effectively, focus on outcomes, learn quickly and adapt to changing circumstances.

Key responsibilities:

- Help teams apply Working@CBM principles, including clarity, ownership, prioritisation, collaboration, feedback and flow.
- Facilitate teams planning conversations, workshops or retrospectives to strengthen team effectiveness and follow-through.
- Provide hands-on support with Jira and other relevant work management, planning and collaboration tools.
- Contribute to guides, templates, examples and practices that support adoption of Working@CBM.



- Encourage practical experimentation and continuous improvement without adding unnecessary process overhead
- Share patterns, opportunities improvement themes and insights.

Evidence, insight and practical improvement tools

Use evidence, data and tools to support practical analysis, decision making, knowledge sharing and continuous improvement.

Key responsibilities:

- Use data, reports, dashboards and stakeholder insights to support analysis and recommendations.
- Work with stakeholders to test assumptions, validate findings and refine recommendations.
- Identify where BI, automation, AI-enabled tools or workflow improvements may reduce manual effort or improve the quality, timeliness or usefulness of organisational insight.
- Support simple measures that help teams understand whether improvements are working.
- Document lessons learned and contribute to organisational knowledge-sharing and learning practices.

Project and initiative support

Support teams and initiative leads to establish practical coordination, structure and visibility for agreed initiatives.

Key responsibilities:

- Support teams to clarify objectives, outcomes, scope, priorities, assumptions and dependencies Support teams to design and break work into manageable actions, in ways that clarify ownership and track progress.
- Help teams make priorities, constraints and differing perspectives visible.
- Support the establishment and use of fit-for-purpose work management approaches, including Jira and other related tools where appropriate.
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