

MEMBER  
SERVICECONTINUOUS  
IMPROVEMENT

TEAMWORK

PERFORMANCE

INTEGRITY

## BUSINESS ANALYST

- **Financial Services - retail banking**
- **Small, close-knit team**
- **Collaborative culture**

## YOUR ORGANISATION

At G&C Mutual Bank our members are our number one priority. As a leader in the Mutuals sector, we pride ourselves in offering the highest quality service and lifelong financial solutions. With a customer base of over 32,000 and \$1 billion in assets we are one of the strongest performing financial institutions in the sector.

## YOUR OPPORTUNITY

We have a great opportunity to join a well-established PMO team. In this Business Analyst position, you will play a key role in defining, evaluating and implementing new business systems and products whilst effectively managing associated internal and external stakeholder relationships.

Reporting to the Senior Manager – Projects, your key responsibilities include:

- Analysing business processes to identify and recommend value-add business solutions
- Demonstrating an active involvement in decision making as it relates to all project work – identifying opportunities for process improvement and recommending well-considered solutions
- Timely preparation of specification documentation for system modifications
- Reviewing / developing process maps and requirements documentation
- Performing UAT, data verification and validation processes prior to sign off, and playing an active role in creating user training plans
- Working with internal stakeholders and vendors to execute project work, effectively managing vendor timelines, output and quality of work
- Provide Application Support to operational teams during UAT and upon the functional release of business solutions
- Ensure accurate month end processing.

## YOUR PROFILE

This is a busy role with multiple projects running concurrently, so you must be able to work effectively to competing and tight deadlines. An effective communicator, both written and verbal, you will apply sound reasoning practices when approaching decisions and making recommendations. A sound understanding of project management principles and stakeholder management is also a key requirement of this role. You are service-oriented, with the capacity to work effectively in both a team environment and independently where required.

You will ideally come from a Banking / Financial Services background, with experience using Ultracs and / or having worked in an Applications Support capacity. Given the role requirements, you must have the flexibility where needed to work outside normal business hours to facilitate our delivery of reliable systems and support to our customers.

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## YOUR BENEFITS

We value our employees by providing a range of benefits which you can read about on our website: Working at G&C Mutual Bank.

As a values-based organisation, the team at G&C Mutual Bank is committed to **Member Service**, **Continuous Improvement**, **Teamwork**, **Performance**, and **Integrity**. The principles and practices of equal opportunity are at the centre of our candidate selection process, and as a member of the Diversity Council of Australia, we aspire to nurture a work environment which capitalises on the diverse skills, backgrounds and experiences of our employees.

To express your interest in this position, please apply to [careers@gcmutualbank.com.au](mailto:careers@gcmutualbank.com.au)

Find out more about us at [www.gcmutualbank.com.au](http://www.gcmutualbank.com.au).  
Go to the Working with Us page to view our Privacy Policy.

*Only short listed candidates who meet the above criteria will be contacted.*



**Winner – Canstar 5-Star Award for Low Rate Credit Card**

**Winner – Mozo Experts Choice 2017 Awards**