

DRAFT Position Description – Business Systems & Reporting Analyst

DIVISION & TEAM	Commercial Finance	REPORTS TO	Financial Planning & Analysis Manager (or any other position as determined and advised by JSCL)
BAND	G		
FUNCTIONAL RELATIONSHIPS	<i>INTERNAL</i> • <i>FINANCE AND COMMERCIAL TEAM</i> • <i>IT</i> • <i>BUSINESS LEADERS</i> • <i>USERS OF CONTINIA / BC</i>	<i>EXTERNAL</i> • <i>SOFTWARE SUPPORT PROVIDERS</i> • <i>DATA & ANALYTICS CONSULTANTS</i> • <i>AUDITORS</i>	
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	NO	IF YES, DELEGATED AUTHORITY AMOUNT	\$

1. ROLE PURPOSE

- Jade's strategic direction for data, analytics and AI is led by senior leadership. This role is responsible for maintaining and continuously improving the operational systems and reporting capability that supports the business, while coordinating specialist external expertise where advanced technical capability or project delivery is required.
- The Business Systems & Reporting Analyst is responsible for ensuring the effective operation, integrity and continuous improvement of Jade's finance systems, business reporting and data quality.
- Working closely with Finance, Commercial and IT stakeholders, the role supports the ongoing administration and optimisation of Microsoft Dynamics 365 Business Central, Continia and related reporting platforms to improve operational efficiency and support business decision making.
- The role acts as the internal owner of business reporting operations, coordinating external specialist partners where required to deliver enhancements, resolve technical issues and maintain reporting capability. The role identifies opportunities to improve business processes, simplify reporting and increase automation while ensuring finance and operational data remains accurate, trusted and accessible.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

Business Systems Administration

- Provide functional administration and day-to-day support for Jade's core business systems, including Microsoft Dynamics 365 Business Central, Continia and other enterprise applications as allocated (such as HubSpot and Clockify).
- Develop capability across allocated business applications to provide effective user support, system administration, testing, documentation and vendor coordination.
- Maintain system configuration, user roles, workflows and master data.
- Coordinate system upgrades, testing and release activities.
- Act as the primary liaison between Finance & Commercial, IT and software vendors.
- Troubleshoot functional issues and coordinate timely resolution.
- Develop and maintain system documentation, procedures and user guides.
- Deliver user training and support to maximise effective system utilisation.

Reporting & Data Quality

- Maintain and support Jade's operational and financial reporting environment.
- Ensure reporting datasets remain accurate, reliable and fit for purpose.
- Coordinate report enhancements with internal stakeholders and external delivery partners.
- Monitor data quality and investigate data integrity issues.
- Work with business owners to improve data consistency and standardisation.
- Support the delivery of regular reporting for Finance & Commercial and the wider business.

Business Improvement

- Identify opportunities to improve Finance and business processes through simplification, automation and system optimisation.
- Support continuous improvement initiatives across Finance and Commercial functions.

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- Assist with business process mapping and documentation.
 - Support implementation of approved system enhancements.
 - Track benefits arising from improvement initiatives.
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Vendor Coordination

- Coordinate external consultants delivering specialist systems and analytics services.
 - Assist with prioritisation of enhancement requests.
 - Monitor delivery against agreed scope, quality and timelines.
 - Support vendor relationships through effective communication and issue management.
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Finance Support

- Support annual audit requirements relating to finance systems and controls.
 - Assist with finance projects and business initiatives.
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Continuous Learning & Innovation

- Maintain an understanding of emerging technologies and opportunities to improve Finance through automation and AI-enabled tools.
 - Support the implementation and adoption of approved technology improvements across Finance and the wider business.
 - Seek opportunities to improve personal capability and contribute ideas that enhance business effectiveness.
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Jade Core Operating Principles

CUSTOMER LED

We focus on what matters most to our customers and measure success by the outcomes we help them achieve - not just the work we deliver.

- We are curious to understand our customers context.
- We earn trust by delivering value, not just software.
- We understand value, growth and satisfaction are interlinked.

AUDACIOUS TOGETHER

We work as one team to challenge the status quo and find better ways. We are bold in our thinking and honest with each other to lift performance.

- We speak up, because better ideas come from honest dialogue.
- We say no to settling, we back ourselves to go big.
- We move at pace, we decide and then commit as one.

DEPENDABLE BY DEFAULT

We take ownership and follow through. We deliver what we say we will, and build trust through consistent, reliable execution.

- We own the outcomes not just the tasks.
 - We show-up with a 'can-do' attitude.
 - We mind the gaps and help each other to find a way through.
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Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year.
 - You engage in regular development conversations with your People Leader and actively work on areas of your development.
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Safety & Wellness

- You actively participate in and support safety and wellness initiatives.
 - You understand and comply with our safety and wellness policies and procedures including emergency procedures.
 - Report all accidents and incidents, including discomfort and near misses promptly.
 - You keep your work area tidy and clear of clutter and hazards.
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Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	• Relevant tertiary qualification in Accounting, Finance, Information Systems or Business.	• Microsoft Business Central experience. • Business Analysis qualification. • Lean / Continuous Improvement training. • Working towards CA, CPA or equivalent (not essential)
Experience/Knowledge/Skills	• Experience supporting business or finance systems. • Strong systems thinking and problem-solving capability. • Demonstrated ability to improve business processes. • Excellent stakeholder engagement and communication skills. • Strong organisational and prioritisation skills. • Ability to coordinate multiple initiatives simultaneously. • High attention to detail and commitment to data quality. • Experience using Microsoft Excel and reporting tools. • Ability to translate business requirements into practical system improvements.	• Microsoft Business Central administration. • Continia experience. • Exposure to Power BI. • Experience working with external technology vendors. • Experience supporting ERP implementations or upgrades. • Experience within a software or technology organisation. • Understanding of finance processes and control.