

### Business Improvement Analyst

#### Who We Are

Cuscal is the largest independent provider of payment solutions for the Australian financial services sector. Cuscal and its predecessors have been operating in Australia since the 1960s.

We partner with mutuals, banks (large and small), fintechs and corporates, who provide payment services to their clients, and we enable them to implement the best payments systems for their needs.

Cuscal's vision is enabling the future. We are committed to working behind the scenes for the success of our clients, through relevant and innovative digital and payment solutions.

At the heart of our business model is partnership and trust. We demonstrate this through our products, our services, and our relationships with our clients.

#### The Opportunity

As a Business Improvement analyst, you will be responsible for the review of end-to-end processes, innovating and improving where needed. As a result of your improvement efforts, you will facilitate change management best practices across the organisation to the relevant stakeholders. In this role, your duties will include:

- ❑ Developing strong and effective relationships with stakeholders and function/process owners
- ❑ Being accountable for the documentation of requirements and meeting agreed outcomes
- ❑ Reviewing proposed solutions and articulating recommendations
- ❑ Identifying and applying appropriate methodologies for respective projects, ensuring deliverables are of a high standard
- ❑ Developing and enhancing existing processes, creating new artifacts as required
- ❑ Facilitating workshops with respective stakeholders to drive outcomes

#### Who You Are

You will have:

- ❑ Minimum 3-5 years' experience in a similar role
- ❑ Strong experience in Process Improvement, Change Management, and Project Management methodologies.
- ❑ Confident in your ability to build strong partnerships with stakeholders across the business, drawing out key information in order to meet desired outcomes.
- ❑ Experience working in the Banking/Financial Services industry (ideally payments)



- ❑ The ability to bridge gaps between teams and cross-functional processes
- ❑ Demonstrable experience in delivering high-quality outcomes through the ambiguous environment
- ❑ Highly proficient in the Microsoft Office suite (including Word, Excel, Access, Sharepoint, Project and Visio)
- ❑ Experience with Lean Sigma/DMAIC

## Why Cuscal?

We are in the rapidly evolving world of payments, and at Cuscal we like to ensure that our employees are supported and motivated to succeed. Here are some of the benefits our employees enjoy:

- ❑ Financial Fair Go and Employee support programs that offer personal and financial advice
- ❑ 'Cuscal Advantage', discounted services to use in your day-to-day
- ❑ A culturally rich and diverse demographic in the workplace

To apply for this role please email your CV to [careers@cuscal.com.au](mailto:careers@cuscal.com.au) with the role you are applying for as the subject line. Due to the high volume of applications that we receive, we will only reach out to shortlisted candidates.

If you have any questions, please contact Meenal Sharma ([msharma2@cuscal.com.au](mailto:msharma2@cuscal.com.au)). We look forward to receiving your application.

**Note:** Due to COVID-19, all roles at Cuscal will be carried out from home unless specified or until further notice.

**Agencies: we will be in touch with our preferred panel if we require assistance in recruitment. We ask that you do not send unsolicited CVs or contact hiring managers directly.**

