**Catholic Development Fund Position Description**

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| **Position title** | Procedure Documentation Analyst |
| **Department** | Client Services |
| **Reports to** | Executive Manager Process Transformation |
| **Number of direct reports** | Nil |
| **Location** | Level 4, 486 Albert Street, East Melbourne and Hybrid Work Environment |

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| **About us** |
| Founded in 1956, Catholic Development Fund (CDF) exists to help put faith into action. CDF supports the Mission of the Church with a focus on community, pooling Catholic savings to fund schools, parishes, hospitals, aged care, social services, and housing for those in need. These activities generate a surplus which is used to provide income support to Catholic communities. We pay a competitive rate of interest on deposits and charge minimal fees for transactions services, providing capital to Catholic organisations on better terms than alternative providers. We take a values-based approach to lending, backed by rigour and professionalism, which allows us to balance margin and mission, for the common good. We have a staff of over 60 employees, with a clear and compelling strategy for growth over the next 10 years. |

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| **About the Role** |
|  The **Procedure Documentation Analyst** will focus on documenting, standardising, and improving business processes and workflows. This role ensures that organisational procedures are well-defined, accessible, and compliant with relevant standards. It is essential for organisations striving for operational consistency, regulatory compliance, and efficient knowledge sharing.The role is a full-time hybrid position for 12 months with the potential for permanent.Mondays and Thursdays are the days that our team works in the office together, however this may vary depending on business priorities.Our office is in East Melbourne, close to beautiful garden spaces, CBD eateries and is a two-minute walk from Parliament Station.   |

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| **Position requirements** |
| **Key Responsibilities:** **Key Skills:**  | * Documenting existing procedures through SME interviews, and review of existing materials, creation and collation of step-by-step, detailed procedure guides and supporting materials as identified for each procedure.
* Identify and discuss with PT colleagues, opportunities for process improvement and where standardised and automated workflows can be developed or implemented.
* Ensuring documentation reflects current practices and has strict version and content control
* Creating visual aids like process maps, flowcharts, or SOP templates

 **Documentation and Writing Skills*** **Technical Writing:** Ability to create clear, concise, and user-friendly procedure manuals, guides, and process documents.
* **Editing and Proofreading:** Ensures documents are accurate, free of errors, and easy to understand.
* **Formatting and Templates:** Proficient in creating standardized document templates for consistency.

**2. Process Mapping and Analysis*** **Flowchart Creation:** Skilled in tools like Visio, or BPMN for visualizing workflows.
* **Gap Analysis:** Identifies discrepancies between current procedures and best practices.
* **Process Optimization:** Suggests improvements to enhance efficiency and reduce redundancies.

**3. Communication and Collaboration*** **Stakeholder Engagement:** Works with various departments to gather information and verify accuracy.
* **Interviewing Skills:** Extracts detailed insights by interviewing subject matter experts (SMEs).
* **Presentation Skills:** Presents procedures to teams in a clear and engaging manner.

**4. Technical Documentation and Software Proficiency*** **Documentation Tools:** Proficient in MS Word, Confluence, Google Docs, or other documentation platforms.
* **Data Visualisation:** Creates supporting diagrams, graphs, and charts using Visio or other process mapping/BPMN tools.
* **Create and manage SharePoint wiki pages**
* **Create and manage Dynamic 365 Knowledge Bases and Articles in conjunction with PT subject lead**

**5. Methodologies and Frameworks*** **Lean and Six Sigma:** Knowledge of methodologies for process improvement and waste reduction (great to have)
* **BPMN Standards:** Expertise in documenting processes according to Business Process Model and Notation (must have).
* **Agile and Scrum Practices:** Experience working in Agile teams and adapting procedures for iterative workflows. (great to have)

**6. Soft Skills*** **Attention to Detail:** Ensures all processes and procedures are captured accurately.
* **Problem-Solving:** Addresses inconsistencies or gaps in procedures.
* **Time Management:** Efficiently manages multiple documentation projects and deadlines.
* **Communication:** Timely communication to Team Leads and stakeholders as agreed in project schedules
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| **Education and experience** | * Bachelor’s degree in relevant field.
* At least one year of post-qualification experience in technical writing or a related area is required.
* Familiarity with process mapping tools (Visio and BPMN)
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| **Key Stakeholders (Internal and External)** | Primary Team – Process TransformationKey Stakeholders:* Client Services Team
* Operations Team

Secondary Stakeholders:* Data Team
* I.T. Team
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| **CDF’s employee values** |
| **Values** –CDF is practically tasked with the provision of capital to Catholic organisations to support their growth and it does so consistent with the mandate above. The manner in which CDF seeks to undertake its work is also guided by scripture. The following scripture have been identified as particularly relevant:* Care for others – *‘I give you a new commandment: love one another; you must love one another just as I have loved you. It is by your love for one another, that everyone will recognise you as my disciples.’* John 13:34-35
* The importance of wealth – *‘Do not lay up for yourselves treasures on earth, where moth and rust destroy and where thieves break in and steal, but* *lay up yourselves treasures in heaven, where neither moth nor rust destroys and where thieves do not break in and steal. For where your treasure is, there your heart will be also.’* Matt 6:19-21
* Sharing wealth – *‘And the crowds asked him, “What then shall we do? And he answered them, “Whoever has two tunics is to share with him who has none, and whoever has food is to do likewise.”* Luke 3:10-11*‘Jesus looked up and saw the rich putting their gifts into the offering box, and he saw as poor widow put in two small copper coins. And he said “Truly, I tell you, the poor widow has put in more than all of them. For they all contributed out of their abundance, but she out of her poverty put in all she had to live on”.’* Luke 21:1-4
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