Position description

Business Analyst

Summary information			
Section	Digital Services	Directorate	Corporate Services
Position grade	Band 3 Level 3 Grade 15	Position type	Permanent, full-time
Reports to	Senior Coordinator Project Management Office	Direct reports	No
Approval limit	$0	Release limit	$0
Created/reviewed	November 2020	BCC number(s)	BCC1852, BCC1853

1   Position purpose

- This role is responsible for the provision of Business Analyst expertise to deliver improved work practices and employee and customer experience by maximising the features of Council's digital systems.

- Provide Business Analysis services across the full Business Analyst Body of Knowledge (BABoK) including planning and monitoring, elicitation and collaboration, requirements life cycle management, strategy analysis, requirements analysis and design definition and solution evaluation.

- Act in accordance with the *New South Wales Work Health Safety Act 2011, Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

2   Qualifications and experience

Essential

- Degree qualifications in Computer Science, Information Technology or a related field

- In-depth experience in a Business Analyst role in a similar organisation

- Experience in writing and presenting clear and concise solutions, business rules and improvements to solve documented business and technology problems

- Class C Driver's Licence.

Desirable

- Business Analysis certification

- Project Management certification

- ITILv3 Foundation certification

- Experience with Office365, Customer Relationship Management (CRM) applications and Content Manager 9 records management system.

3   Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4   Key accountabilities

Position specific

- Work on projects and other business initiatives as guided by the Senior Coordinator PMO and Senior Business Analyst to provide business analyst services, including:

  o planning and monitoring

  o elicitation and collaboration

  o requirements life cycle management

  o strategy analysis

  o requirements analysis and design definition

  o solution evaluation

- Work with stakeholders across Council and with vendors to document and define business problems, and recommend and implement solutions

- Produce outcomes associated to Council's Digital Services Strategic Plan in accordance with Council's adopted Strategy

- Contribute to the Digital Services teams to deliver a high-level of customer satisfaction

- Maintain effective working relationships with other sections, managers, staff and other key stakeholders to meet project goals and adopted organisational delivery programs

- As part of the PMO actively participate in:

  o support of Council's Digital Services delivery

  o development and review of operations, policy and procedures

  o development and maintenance of safe working environment.

- Contribute to two-way communication between Digital Services, key stakeholders, project teams and the organisation

- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:

  o familiarise yourself with our Volunteers policy and standard

  o implement the policy and follow this Managing Volunteers standard in a consistent and fair manner

  o undertake training needed to effectively coordinate volunteers

  o allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area

- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001

- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* (HVNL) and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations

- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately

- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5   Duties

- Engage with a broad range of stakeholders to gather and analyse business processes, determine technical and process changes to improve operations and work with stakeholders to implement

- Deliver organisational change management initiatives under the guidance of the Senior Business Analyst

- Develop test and other plans for projects and initiatives

- Follow all IT Service Management processes including change and release management

- Deliver solutions in alignment with requirements of Council's Information Security Management Framework

- Contribute to the completion of audit and Better Practice Review (BPR) actions

- Determine solutions by conducting gap analysis on business functions, gather information, write and present business cases

- Analyse and document system functionality and data requirements

- Communicate effectively with internal customers about events which will enhance business process efficiencies

- Research regularly and analyse the potential for improvement on Council services

- Draft policy and procedures, process maps and guidelines

- Participate in training and development activities

- Report regularly to the Digital Services Management Team

- Volunteer management duties if applicable

- Other duties as directed consistent with the operations of Council.

6   Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	**Name**			
	Signature		**Date**	
Supervisor	**Name**			
	Signature		**Date**	