



Position Description Business Analyst

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

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| POSITION TITLE: | Business Analyst |
| AWARD CLASSIFICATION: | Band 5 |
| DEPARTMENT: | Digital and Technology Services |
| DIVISION: | Customer Operations & Infrastructure |
| DATE APPROVED: | 17 June 2021 |
| APPROVED BY | Manohar Esarapu |

ORGANISATIONAL RELATIONSHIPS:

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|---------------------------|---|
| REPORTS TO: | Head of Solution Delivery & Improvement |
| SUPERVISES: | N/A |
| INTERNAL LIAISONS: | Council Employees and Managers, Executive Team and Councillors |
| EXTERNAL LIAISONS: | Rate payers, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors. |

POSITION OBJECTIVES

- Serve as the intermediary between the business services and Digital and Technology Services and internal and external customers to understand the structure, policies, and operations, and recommend solutions that enable the Council to achieve its goals.
- Provide 'Level 1' Business Analyst support for users of the City of Port Phillip Council.



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KEY RESPONSIBILITY AND DUTIES

- Define and documenting requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits.
- Working with stakeholder groups and facilitating workshops, interviews, focus groups and walk-throughs that may include, but is not limited to activities and outputs for business cases, use cases, business requirements, functional and non-functional requirements, business engagement and organisation change.
- Represent the business needs on project teams during project evaluation and initiation, ensuring quality requirements and solution options are presented align with the Council Plan, ICT strategic plan and enterprise architecture.

JUDGMENT AND DECISION MAKING

- Contributing to the implementation of process and project initiatives.

SPECIALIST SKILLS AND KNOWLEDGE

- Business analytical skills e.g. requirements management, process analysis and modelling, process improvement, business process redesign, decision analysis and root cause analysis.
- Strong understanding of software systems and ability to connect technical concepts to both technical and non-technical audiences.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- Extensive experience working collaboratively with diverse stakeholders in a complex and changing environment.
- Strong communication, presentation, negotiation and influencing skills with customers, vendors, management and team.
- Manage and deliver consultation and negotiation processes with both internal and external stakeholders, and deliver outcomes that align with Council's policies and practices and political context
- Proactively contribute to a high-performing team environment through knowledge sharing and mentoring.



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QUALIFICATIONS AND EXPERIENCE

- 1-3 years in business analyst roles, with domain experience
- Business/system analysis, including requirements gathering, on large-scale systems development and delivery of IT solutions.
- Bachelor's degree in Business Management, IT, or similar relevant field with several years of relevant experience or lesser formal qualifications along with extensive relevant experience. Post-graduate degrees in relevant fields are viewed favourably.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia, and
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Evidence of COVID-19 Vaccination in line with CHO Directions
- Employee type Working with Children Check

KEY SELECTION CRITERIA

- Bachelor's degree in Business Management, IT, or similar relevant field (Domain experience) with several years of relevant experience.
- Demonstrated skills in business/system analysis, including requirements gathering, on large-scale systems development and delivery of IT solutions (preferably Ci Anywhere).
- Ability to operate in an often rapidly changing environment; demonstrated flexibility in approach and attitude.