Position Description
Senior 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.

POSITION TITLE: Senior Business Analyst

AWARD CLASSIFICATION: Band 7

DEPARTMENT: Digital and Technology Services

DIVISION: Customer & Corporate Services

LAST UPDATED: October 2021

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Head of Solution Delivery and Improvement

SUPERVISES: Not Applicable

INTERNAL LIAISONS: Council Employees and Managers, Executive Team and Councillors

EXTERNAL LIAISONS: Government representatives, Statutory Authorities, community, clients, suppliers, consultants and Contractors

POSITION OBJECTIVES

- Define and manage the electronic parking permit (e-Permit) project lifecycle from project initiation, systems design, implementation, testing, through to deployment.

- Serve as the intermediary between the business services, Digital and Technology Services, internal and external customers to understand the structure, policies, and operations that govern the e-Permit implementation, and recommend solutions that enable the Council to achieve its goals.

- Examine services, business performance, processes and systems to identify areas for improvement.

KEY RESPONSIBILITY AND DUTIES

- Drive project delivery, working closely with the Project Manager Enterprise Project Management Office (EPMO) to resolve delivery-impacting issues.

- Proactively escalate without delay any issues that cannot be resolved directly by the Project Manager to management, particularly where they could lead to cost or schedule overruns.

- Working with stakeholder groups and facilitating workshops, interviews, focus groups and walk-throughs to trial e-Permits and ensure the customer impact is assessed and mitigated.

- Assist with the preparation of all communication and engagement material surrounding the project including Councillor Briefings and Reports.

- Operate proactively with service areas as directed to analyse and understand business problems and opportunities in context of requirements and recommend solutions.

- Define and document requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits to support the implementation of e-permits.

- 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.

- Contributing to the preparation of test plans & scripts, and lead/support the business representatives in the conducting of their testing.

- Supporting organizational change strategy and artefacts to support a smooth implementation.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Has accountability to lead and manage the business relationship between the Digital and Technology function and its internal and external customers, understand the business problems and promote continuous improvement.

- Has authority to provide advice and input in relation to policy, business and process analysis methods, techniques and processes.

JUDGMENT AND DECISION MAKING

- Contributing to the development and implementation of large and complex process and project initiatives.

- Make project decisions and escalate issues when appropriate to ensure the timely, cost-efficient and quality delivery of projects

- Exercises sound decision making.

SPECIALIST SKILLS AND KNOWLEDGE

- High level problem-solving and analytical skills, especially the interpretation and presentation of projects, process data and end user engagement outcomes to stakeholders and management.

- Experience in researching, gathering business requirements and development of business documentation to inform projects and initiatives.

- Strong understanding of software systems and ability to connect technical concepts to both technical and non-technical audiences.

- Pro-active in promoting and embedding innovation, operational excellence and a culture of continuous improvement across Council.

MANAGEMENT SKILLS

- High level of self-discipline and autonomy to manage own time, set priorities and expectations despite conflicting pressures.

- Strong ability to identify and manage a range of complex and often competing needs and priorities, quickly summing up options and recommending a clear way forward.

COMPLIANCE

- Ensure that you abide and promote the City of Port Phillip Employee Code of Conduct, applicable legislation and Council's policies and procedures.

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

- Participate in the improvement of health and safety, including incident investigations and risk management processes

- 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 foster and contribute to a high-performing team environment through knowledge sharing and mentoring.

QUALIFICATIONS AND EXPERIENCE

- 3-5 years' experience in business analyst roles

- Business / system analysis, including requirements gathering on large-scale systems development and delivery of IT solutions.

- Bachelor degree in Business Management, IT, or similar pertinent 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.

- Experience delivery of new technology ideally in a local government setting will be viewed favourably.

- Certification in lean six sigma, (CBAP/CCBA, BCS BA Certification, PMI-PBA, etc.), and/or Agile Process Analysis (e.g. iSQI® CABA certification) are advantageous.

- Experience in system integration is essential.

- Understanding of human centred design principles desirable.

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.

KEY SELECTION CRITERIA

1. Proficient in Project Management - principles, methods, techniques and tools for the effective management of projects from initiation through to implementation

2. Proven experience in business analysis techniques, methods and tools e.g. requirements elicitation and analysis, requirements management, process analysis and modelling, process improvement, business process redesign, use case modelling, data analysis and modelling, cost benefit analysis, decision analysis, root cause analysis.

3. Demonstrated skills in business / system analysis, including requirements gathering on large-scale system development and delivery of IT solutions.

4. Proven performance in driving digital first solutions.

5. Ability to operate in an often rapidly changing environment; demonstrated flexibility in approach and attitude.

6. Strong commitment to continuous improvement.