

# Senior Business Analyst

<b>Department</b>	Corporate Services and Strategy
<b>Division</b>	Digital & Information Services Group
<b>Location</b>	Drummoyne Civic Centre
<b>Classification/Grade/Band</b>	10
<b>Position Code</b>	CB0257
<b>Date position description approved</b>	March 2024

## Council overview

The City of Canada Bay is a vibrant and diverse city in the heart of Sydney's inner west. With many parks and reserves, and surrounded by river foreshore, we are only 6 kilometres from the Sydney CBD.

## Primary purpose of the position

The Senior Business Analyst is responsible for analysing, documenting, and assessing business needs, processes, and systems to identify opportunities for improvement and support effective decision-making within the local government organisation. This role plays a crucial role in bridging the gap between business requirements and IT solutions, ensuring alignment between technology and organisational objectives. This position plays a pivotal role in driving efficiency, optimising processes, and supporting the achievement of organisational goals through effective business analysis and solution delivery.

## Key accountabilities

Within the area of responsibility, this role:

- Conduct thorough analysis of business processes, systems, and requirements to identify opportunities for improvement and optimisation.
- Collaborate with stakeholders to gather, document, and prioritize business requirements for various projects and initiatives.
- Analyse complex data sets to extract meaningful insights and trends relevant to council operations and service delivery.
- Present findings and recommendations to senior management and stakeholders in a clear and actionable manner
- Lead and contribute to cross-functional project teams, ensuring adherence to project objectives, timelines, and budget constraints.
- Monitor project progress, identify risks and issues, and implement mitigation strategies to ensure successful project delivery.

- Facilitate workshops, meetings, and presentations to gather input, foster collaboration, and drive consensus on project requirements and solutions.
- Perform data analysis to identify trends, patterns, and insights that contribute to informed decision-making.
- Participate in user acceptance testing (UAT) to ensure solutions meet business requirements and are user-friendly.
- Provide recommendations for process improvements, automation, and optimisation of business operations.
- Collaborate with project teams to ensure timely and successful implementation of ICT projects.
- Stay up-to-date with industry trends and emerging technologies to provide insights into potential opportunities.

## Key challenges

- Balancing technical constraints and business needs to propose effective solutions.
- Managing changing requirements and priorities in a dynamic environment.
- Ensuring effective communication and collaboration between technical and non-technical stakeholders.
- Adapting to evolving business processes and user expectations.

## Key internal relationships

Who	Why
Customer Service Representatives:	Frontline customer service representatives have direct interactions with citizens and residents. Collaborating with them helps business analysts gain insights into common issues, feedback from the public, and areas where customer service training and tools can be improved.
Technology Teams:	Modernizing and digitizing government services often requires IT support. Business analysts must work closely with IT and technology teams to ensure that systems can deliver an improved customer experience and to address any technical issues or requirements.
Cross-Functional Teams:	Customer experience improvements often require cross-functional collaboration. Business analysts should foster relationships with individuals from different departments who may be involved in specific projects to ensure alignment and coordination.
Quality Assurance and Testing Teams:	Before implementing customer experience improvements, thorough testing is essential to identify and resolve any issues. Business analysts should collaborate with quality assurance and testing teams to ensure that changes are thoroughly evaluated and validated.

## Key external relationships

Who	Why
Local Businesses and Stakeholders:	Collaborating with local businesses and stakeholders can help identify opportunities for public-private partnerships and enhance services. Business analysts can work with these entities to develop mutually beneficial solutions that improve the overall customer experience.

Who	Why
Technology Vendors and Solution Providers:	In today's digital age, technology plays a crucial role in enhancing customer experience. Building relationships with technology vendors and solution providers can help business analysts stay up-to-date with the latest tools and innovations to improve government services.

## Key dimensions

Service Quality:	The overall quality of government services, including accuracy, reliability, and the extent to which they meet the needs and expectations of the public.
Service Transparency:	The degree to which government agencies are transparent about their processes, decision-making, and the information they provide to the public.
Service Innovation:	The capacity of local government to adopt innovative technologies and approaches to improve the customer experience and service delivery.
Service Training and Development:	Providing training and development opportunities for government employees to enhance their customer service skills and knowledge.
Service Digital Transformation:	Embracing digital technologies and online platforms to make government services more accessible and user-friendly.
<b>Reports to</b>	Coordinator Business Solutions and Change
<b>Direct reports</b>	Nil
<b>Financial Delegation</b>	Nil

## Essential requirements

<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>Proven experience as a Business Analyst or similar role in a complex organisation.</li> <li>Strong analytical skills with the ability to interpret complex data and translate it into actionable insights.</li> <li>Proficiency in gathering and documenting requirements using appropriate techniques and tools.</li> <li>Knowledge of project management methodologies and practices.</li> <li>Excellent communication and interpersonal skills to facilitate effective collaboration.</li> <li>Detail-oriented mindset and ability to work independently and in a team.</li> <li>Familiarity with business process modeling and workflow analysis.</li> </ul>
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- Experience in using business analysis tools and software.
  - Understanding of local government operations and regulations is advantageous.
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## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

## Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	<b>Manage Self</b> Shows drive and motivation, an awareness of strengths and weaknesses, and is commitment to learning	Intermediate
	<b>Display Resilience and Adaptability</b> Expresses own views, perseveres through challenges, and is flexible and willing to change	Adept
	<b>Act with Integrity</b> Is honest, ethical and professional, and prepared to speak up for what is right	Adept
	<b>Demonstrate Accountability</b> Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Intermediate
 Relationships	<b>Communicate and Engage</b> Communicates clearly and respectfully, listens, and encourages input from others	Adept
	<b>Community and Customer Focus</b> Commits to delivering customer and community focused services in line with strategic objectives	Adept
	<b>Work Collaboratively</b> Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Adept
	<b>Influence and Negotiate</b> Persuades and gains commitment from others, and resolves issues and conflicts	Intermediate
 Results	<b>Plan and Prioritise</b> Plans and organises work in line with organisational goals, and adjusts to changing priorities	Intermediate
	<b>Think and Solve Problems</b> Thinks, analyses and considers the broader context to develop practical solutions	Intermediate
	<b>Create and Innovate</b> Encourages and suggests new ideas and shows commitment to improving services and ways of working	Intermediate
	<b>Deliver Results</b> Achieves results through efficient use of resources and a commitment to quality outcomes	Intermediate
 Resources	<b>Finance</b> Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Foundational
	<b>Assets and Tools</b> Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Adept
	<b>Technology and Information</b> Uses technology and information to maximise efficiency and effectiveness	Adept
	<b>Procurement and Contracts</b> Understands and applies procurement processes to ensure effective purchasing and contract performance	Financial

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

# SCHEDULE OF OPERATIONAL RESPONSIBILITIES

## 1. Child Safe Organisation

- 1.1. The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

## 2. Work, Health & Safety Responsibilities

### 2.1. Worker

A worker's responsibilities include, but are not limited to:

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

## 3. Workplace Behaviour Standards and Expectations

### 3.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

## 4. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Councils policies & procedures.

## 5. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

## 6. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

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This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

## 7. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

## 8. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 9. Organisation Values

Value	Value Statements
<b>We act with integrity</b>	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
<b>We empower our people</b>	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
<b>We are respectful</b>	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
<b>We work together</b>	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
<b>We innovate</b>	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.