

Role Description

Business Analyst – Project Services



Title	Business Analyst – Project Services
Classification/Grade/Band	Band 3 Level 2
Group/Unit/Section	Information Management & Technology / Chief Technology Officer / Project Services
Reports to	Senior Business Analyst

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Business Analyst is responsible for contributing to a mix of simple and complex IM&T projects in a business analyst capacity. Reporting to the Senior Business Analyst, the Business Analyst will also be required to manage the organisational change process to ensure engagement and the overall transition to Business-as-usual support of Information Management solutions across the organisation. The Business Analyst leads the review and analysis of the organisation's business intentions, services, processes and information needs to identify changes that lead to business improvements.

The position of Business Analyst is required to provide quality customer service and create value for the community.



Role Description

Business Analyst – Project Services



Key Duties and Responsibilities

- Provide advice about the feasibility and suitability of proposed Information Technology solutions and business processes to optimize business performance.
- Facilitate strong working relationships with key stakeholders to support collaboration, the exchange of information and issues management to build on existing relationships and influence outcomes.
- Provide plain language advice on technical issues to non-technical audiences.
- Work as a conduit between Business Units, Project Teams and Vendors to understand interdependencies of data.
- Identify and analyse any gaps in data and articulate in simple language, the context to which subsequent data models are formed.
- Work with business stakeholders to objectively and fearlessly review and remove outdated processes and system functions to optimise business transformation and create efficient end to end business processes.
- Accurately contribute to the delivery of project feasibility, effort estimates as well as analysis and solution design services in consultation with Architecture Design and Planning team, Product Leads and subject matter experts.
- Work with IM&T Project Managers to develop project plans for the delivery of each project including defining projects, developing work breakdown structures, defining and procuring specialist resources and overseeing implementation, ensuring Transformation Program methodologies and procedures are adhered to.
- Facilitate workshops and meetings with project stakeholders, user groups and Product Leads and other subject matter experts to elicit, gather and analyse requirements ensuring approval and sign off of all necessary documentation.



- Facilitate user acceptance testing to ensure the overall efficiency, functionality and user friendliness of system, including contributing and potentially developing test scripts.
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role.
- Policy and procedures are readily available but the Business Analyst is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction.
- Decisions affect the work and activities across a major function or a number of Units.
- The work of the Business Analyst influences the external environment by ensuring services are consistent with Council standards.
- The Business Analyst is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer.
- Identifies requirements as an input to budget development.
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged.
- Represent the organisation honestly, ethically and professionally and encourage others to do so.



- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance.
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience.
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units.
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.
- Use expertise and seek others assistance to achieve work outcomes.
- Ensure current work plans and activities support and are consistent with organisational change initiatives.
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence.
- Ensure that actions of self and others are focused on achieving organisational outcomes.
- Take account of financial implications and return on investment when planning financial transactions.
- Support compliance with records, information and knowledge management requirements of the organisation.
- Be aware of procurement and contract management risks and actions to mitigate these.



- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies.
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Degree qualifications in Information Technology, Business or related field OR demonstrated solid contemporary experience in a Business Analyst role, combined with ongoing professional development.

Desirable

- Formal Business Analyst Qualifications or Certifications (e.g. Lean Six Sigma, BABOK).
- Project Management certification such as PRINCE2, PMP, PMBOK or equivalent.

EXPERIENCE

Essential

- Demonstrated experience in business process improvement; identifying inefficiencies and recommending optimal business practices, system functionality and behaviour.
- Established analytical skills with a creative problem solving approach and the ability to be able to quickly see the big picture.
- Superior ability to understand and deconstruct complex business processes to determine a desired and efficient outcome.
- Strong relationship development skills and ability to build a strong, collaborative relationship with the Program, Project and 3rd Party teams.
- Demonstrated experience in applying proven written and verbal communication, analytical and problem-solving skills to ensure that deliverables meet specifications.



- Proven ability to assess and interpret information to formulate recommendations and provide specialist advice to enable the organisation to achieve quality outcomes.

Key Relationships

Internal	External
CEO	IT Vendors and Partners
Executive Leadership Team	Professional/Industry associations including Unions
Unit Managers	Consultants, solicitors and other professionals
Section Managers/Team Leaders	
PMO Governance, Delivery Support and Change Enablement	
Other Council employees	

