|  |  |
| --- | --- |
| **Title** | Business Analyst Lead |
| **Classification/Grade/Band** | Band 3 Level 3 |
| **Group/Unit/Section** | IM&T/ Core Systems Consolidation /Property & Rating |
| **Reports to** | Property & Rating Program Manager |

**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 assisting to drive the overarching vision and purpose, the role of the Business Analyst Lead is to oversee the day-to-day work and functioning of the Property & Rating Project Business Analysis team, undertaking operational work or service provision, and collaborating with others to complete the project’s scope of work. This will be achieved through leading a team of Business Analysts in delivering analytical and related artefacts for the Property & Rating Project. The Business Analyst Lead will be responsible for the allocation and provision of Business Analyst resources in accordance with the Property & Rating Project Plan, as well as contributing to a range of simple and complex project activities in a business analyst capacity.

The Business Analyst Lead is required to engage with employees, providing quality customer service and creating value for the community.

**Key Duties and Responsibilities**

* Responsible for the day-to-day management, allocation and development of IM&T Business Analyst staff within the Property & Rating Project;
* Lead the development/enhancements of the business analysis framework and artefacts used in the Project
* Act as the escalation point and quality assurance lead for the Property & Rating Project Business Analysts to ensure that issues are resolved and the Property & Rating Project is being run in alignment with the business analysis framework;
* Provide advice about the feasibility and suitability of proposed Information Technology solutions for the project to optimise 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;
* Collaborate with business stakeholders to objectively and fearlessly review and remove outdated processes and system functions to optimize business transformation and create efficient end to end business processes;
* Contribute to the delivery of project feasibility, effort estimates as well as analysis and design services in consultation with project management, architecture design and product leads and subject matter experts;
* Work with IM&T Property & Rating Project, Program Manager to develop the project plan, developing work breakdown structures, defining and procuring specialist resources and overseeing implementation, ensuring project services 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;

**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 (mandatory statement);
* Policy and procedures are readily available but the Business Analyst Lead is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
* Decisions affect the work and activities of others within the Unit;
* The work of the Business Analyst Lead influences the external environment by ensuring services are consistent with Council standards;
* The Business Analyst Lead is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
* Identifies requirements as an input to budget development;
* Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost and benefit basis in order to make recommendations and continuously look for greater efficiency within work area.

**Personal Attributes**

* Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
* Set an example for others to follow and identify and explain ethical issues, and act to prevent and report illegal and inappropriate behavior;
* Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
* Be responsive to the input of others and work to understand their perspectives.

**Interpersonal Skills**

* Actively listen and clearly explain complex concepts and arguments to individuals and groups;
* Take responsibility for delivering high quality customer-focused services;
* Identify opportunities to work collaboratively with other teams/ units to solve issues, develop better processes and approaches to work and share lessons learned;
* Identify and resolve issues with other staff and stakeholders and respond constructively to conflict and disagreements.

**Business Enablers and Technical Skills**

* Make sure team / unit understand expected goals, take responsibility for delivering on intended outcomes and acknowledge success;
* Ensure current work plans and activities support and are consistent with organisational change initiatives;
* Anticipate, identify and address issues and potential problems working towards sustainable solutions and outcomes;
* 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;
* Identify ways to leverage the value of technology to achieve team/ unit outcomes, using the existing technology of the business;
* Be aware of procurement and contract management risks and actions to mitigate these;
* Evaluate progress and identify improvements for future projects.

**Leadership / Management**

* Provide timely feedback to staff and address and resolve performance issues that impact on team outcomes;
* Promote a sense of purpose by ensuring the team understands the performance outcomes and the strategic direction of the business;
* Monitor and communicate performance standards to desired outcomes;
* Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.

**QUALIFICATIONS**

**Essential**

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

**Desirable**

* Obtained Business Analyst Qualifications or Certifications (e.g. Lean Six Sigma, BABOK);
* Project Management certification such as PRINCE2, PMP, PMBOK or equivalent relevant degree qualification.

**EXPERIENCE**

* 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;
* Previous experience and skills in motivating, leading and supporting employees and coordinating the activities of a multi-disciplinary team to achieve outcomes;

* Superior communication skills combined with the ability to translate and simplify complex IM&T specific concepts and jargon to all levels of the business;
* Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation;
* Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings.

Key Relationships

|  |  |
| --- | --- |
| Internal | External |
| Chief Executive Officer | State and Federal Government Agencies |
| Executive Leadership Team  | Industry representatives and associations |
| Leadership Team | Unions |
| Unit Managers | Vendors |
| Council employees | Community |
|  |  |