

## Position Description

<b>Position title:</b>	<b>Business Analyst</b>
<b>Directorate:</b>	Governance
<b>Service Unit:</b>	Transport and Compliance
<b>Reports to:</b>	Manager Transport and Compliance
<b>Direct reports:</b>	0
<b>Salary point:</b>	SP15
<b>Work location:</b>	City Administration Centre, 12 Stewart Avenue, Newcastle West
<b>Date revised:</b>	July 2021

### What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

### What's it like working in Transport and Compliance?

The Transport and Compliance Service Unit primary focus is to deliver and manage the outwardly facing services of Transport Strategy, Transport Operations and Compliance for the City of Newcastle.

We are a diverse team of staff that are moving towards a strategic and evidence-based approach to best practice transport and compliance whilst building a constructive and collaborative team culture where people enjoy coming to work and gain satisfaction from doing their job is the norm.

### What's the focus of this position?

The Business Analysis position will be responsible for the detailed analysis and reporting of all aspects of the Transport and Compliance service unit, this detailed analysis will ultimately help inform the strategic and operational direction. This position will liaise closely with the with key internal and external stakeholders.

The position includes the investigation and implementation of emerging technologies and ensuring the timely maintenance and troubleshooting of related software and hardware ensuring minimal downtimes.

This position will also ensure that the team consistently works to meet its targets and commitments against their individual or team work or performance plans and Council Operational and Strategic Plans.

**What you'll be doing:**

- Generate business reports, analyse data and identify trends to inform the strategic direction of the Transport and Compliance Service Unit.
- Manage the parking software related systems including maintenance and development, and ensure training is provided and users are supported.
- Support the delivery of the City of Newcastle (CN) endorsed strategies/ plan with the provision of business analysis skills and tasks working directly with relevant staff to ensure successful outcomes for the strategies/ plans.
- Business analysis skills and tasks include, but are not limited to:
  - Analysis and documentation of existing processes and current interactions with CN systems;
  - Liaise with stakeholders to develop a comprehensive understanding across the organisation of the existing processes and systems;
  - Presentation of recommendations for change and expected business benefits/costs arising from any change;
  - Design of detailed processes and system interactions to support changes;
- Assist in the identification and capture of relevant enterprise data, in a consistent, compliant and accurate manner, to facilitate reporting, monitoring, analysis and integration.
- Provide detailed analysis to assist in the identification of root causes to problems and model potential solutions using statistically valid methods.
- Support business and operational improvement, determining costs / benefits of projects, initiatives and change.
- Support leaders and managers by providing analytical support and advice to investigate potential opportunities and issues.
- Provide input into and maintain an organisational data map and technical design documentation to inform business decision making and compliance activity.
- Adopt a continuous improvement approach to review and redevelop reports to ensure these remain relevant to dynamic changes in the business, automating and optimising production wherever possible.
- Support project data model design, data cleansing and data migration activities.
- Identify, develop and organise internal and external staff training.
- Undertake complex problem solving, including liaison with technical specialists.
- Provide analysis and assistance in the formulation of one-year budget, four-year budget, quarterly and mid-term review and end of financial year reconciliations and reporting for the Transport and Compliance Service Unit.
- Monitor, assess and disseminate industry trends, legislation and regulations impacting on the Council areas core activities.
- Investigate emerging technologies/solutions that could benefit Council's Transport and Compliance Service unit operations.
- Facilitate the development and implementation, review and maintenance of systems and procedures.

- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

**The essentials you'll need:**

1. Minimum of two years' business analysis or process improvement experience, ideally within a Government Organization.
2. Analytical skills, to critically evaluate the information and data gathered from multiple sources, reconcile conflicts, decompose high level information into more detail and the ability to abstract from low level information to a more general understanding.
3. Advanced **Excel** skills with **VBA** with experience in extracting and manipulating large volumes of data with **SQL**.
4. Ability to manage competing priorities often with limited resources, including flexibility and adaptability to respond to situational requirements and think '*outside the box*'.
5. Self-motivated and pro-active attitude with excellent interpersonal, presentation, verbal and written communication skills at all levels of an organisation.
6. Demonstrated behaviour consistent with Council's Values of CREW.
7. Knowledge of and commitment to equal employment opportunities, diversity, work health and safety, ethical practice.

**Other valuable skills you may have:**

1. Will be an active member of the Business Analysis community (ideally accredited by the **IIBA**).
2. Strong stakeholder management experience working with senior stakeholders and external vendors.
3. Analytics experience - Ideally with **Power BI** or **Tableau**.

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	

