



POSITION DESCRIPTION

Position Title	Business Analyst	
Directorate	Corporate	
Service	Customer Experience and Service Transformation	
Responsible to	Manager Customer Experience and Innovation	
Position Supervises	Direct: TBC Indirect: TBC	
Position No.	IW1459	
Status	Permanent full time	
Hours	Based on a 35-hour week	
Salary Point	52 to 60	Band/Level: 3/2
Allowances	As applicable to the position	
Motor Vehicle	N/A	
Pre-employment checks Legislative requirements	X Working with Children Check X Police Check X Pre-employment medical <input type="checkbox"/> Other: _____	
Date reviewed: May 2022		Reviewed by: Senior Manager, Customer Experience and Service Transformation

POSITION PURPOSE

This position will work closely with the Service Transformation Team, providing analysis and advice in the design, development and delivery of integrated service improvement strategies, programs, initiatives and tools in support of Council's Operational and Strategic Plans.

This position will optimise opportunities for process efficiency and decision making by translating business and service data to deliver innovative solutions in service and process improvements.

As a custodian of Council's transformation program, this position will contribute to the development of a change culture, develop capability, and facilitate partnerships and communities of practice across Council.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. We are here to be of service to the community and make Inner West a great place to be. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria

1. Tertiary qualification and/or a minimum of 2 years' relevant experience in business analysis
2. Demonstrated experience in business analysis, including:
 - a. data collection and complex data analysis
 - b. Benchmarking
 - c. Requirements gathering and evaluation
 - d. Workflow and business process design
3. Proficiency in using the Microsoft Office suite with advanced skills in Excel
4. Strong problem solving skills, with ability to make recommendations based on analysis of business requirements and needs
5. Excellent written and verbal communication skills, including experience in writing business and technical documentation and ability to work with a range of stakeholders.
6. Demonstrated experience in business process analysis with the ability to graphically report data
7. Ability to be flexible and adaptable and thrive in a fast-paced, results-orientated team environment
8. Understanding of continuous learning principles, equal employment opportunities, risk management, work health and safety, quality customer service, and ethical practice principles
9. Behaviour that positively demonstrates Council's Values

Desirable Criteria:

1. Local Government experience, ideally in a similar role
2. Demonstrated experience in project management and delivery
3. Proficiency in using the Microsoft Power Platform, including Power BI and Power Apps
4. Knowledge of change management disciplines
5. Current NSW Class C Driver's Licence

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

Program Leadership

- Support and work with the Service Transformation team by:
 - a. Collecting and analysing data from multiple sources
 - b. Undertaking internal and external benchmarking

c. Making data driven recommendations for business improvement

- Undertake data analysis to show or validate trends/relationships and to benchmark services and programs
- Analyse and report information at various stages throughout improvement initiatives and projects
- Engage with stakeholders to elicit information, evaluate services, and develop recommendations for improvement. This includes the facilitation of workshops
- Present information in a variety of formats suitable to diverse audiences
- Create regular and ad-hoc analytical reports for service transformation efforts
- Identify opportunities to drive applications/processes online while streamlining internal processes
- Manage and deliver analytics projects as required.

Financial Management

- Undertake the procurement of goods and services in accordance with Legislation and Council policies

Leadership and Service Management

- Monitor achievement of outcomes and projects, ensuring services delivered meet the Community Strategic Plan, management plans and service agreement requirements
- Evaluate and monitor performance and culture to ensure services provided are meeting standards, expectations and commitments
- Facilitate and assist with the development and implementation, review and maintenance of systems and procedures
- Ensure that the Senior Manager is informed of any issue which may affect staff, the community and/or service delivery

Staff Management

- Ensure Council directions are clearly communicated, implemented, monitored, reported and evaluated by all staff
- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas

Whilst this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee's skills, competence and training).

KEY RELATIONSHIPS:

Internal: Service Transformation, Customer Service, internal service partners, Communications, Community Engagement and ICT

External: IWC residents and customers, National/Local Government Service Improvement networks, External service partners/contractors.

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT SPECIALIST/MAJOR PROJECT RESPONSIBILITIES

Specialist/Major project-based employees have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees operating within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete Evaluation of induction by employees
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register

<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management systems and specific workplace hazards 	<ul style="list-style-type: none"> Regular documented meetings with staff Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation.
<ul style="list-style-type: none"> Developing health and safety procedures 	<ul style="list-style-type: none"> Development of specific procedures where required
<ul style="list-style-type: none"> Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the Business Analyst as detailed in this document.

Signature:

Date: / /