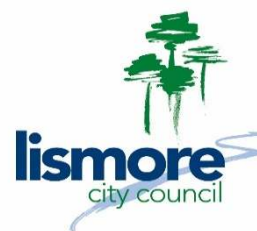


POSITION DESCRIPTION

Business Analyst



Directorate	Chief Community Office
Department	Customer Experience
Reporting to	Executive Officer
Position Number	TBC
Band	2/3
Grade	15
Date of Review	November 23

Council Overview

At Lismore City Council, we are driven by our passion for creating a better future where we live, work and play. We believe in working as one yet staying true to ourselves. Help make a positive impact on our community while enjoying a rewarding career of opportunities. Lismore City Council, where it's possible to love what you do.

Our Values



Primary purpose of the role

Reporting to the Executive Officer – Customer Experience, the Business Analyst role will support the evolution of Lismore City Council's customer excellence program through customer journey and business process mapping, the development of viable business cases and supporting delivery of key business initiatives. The Business Analyst will contribute to the development of business cases to improve service delivery, performance, and efficiency, and support the building of a culture where this discipline is a core part of business practice. Providing training and coaching to the Council team will be critical in this role, developing internal capability in a structured and scalable way.

Person Description

The right person for this role will:

- be excited by new ideas and embrace change
- have an outcome focused mindset that supports progress over perfection - delivering for the organisation, actively breaking down siloes
- be generous in sharing permissible information and knowledge freely with colleagues
- keep sensitive material confidential, with the ability to discern what can be communicated, if unsure
- possess a flexible and agile approach, with the ability to work across council in a collegiate and engaging manner
- demonstrate a high level of personal integrity - treating everyone with respect, delivering on commitments and taking responsibility for deliverables
- possess a human-centric approach to work, continuously improving and placing both internal and external customers at the heart of decision making
- ability to understand the critical nexus between relationship management and optimal business outcomes
- the ability to prioritise and schedule work and meet deadlines
- possess excellent time management and organisational skills
- have an interest in data analytics and interpreting data
- be committed to working safely, proactively identifying and reporting risk, mitigating identified problems where possible and communicating issues to colleagues in a transparent and time sensitive way
- have excellent leadership and team engagement skills
- be committed to living our Team Values:

Key Accountabilities

- Mapping customer and business 'As Is' processes, using a standardised swimlane approach
- Engage and consult internal stakeholders using well-developed oral and written communication skills, with the capability to represent complex business processes in a simple and visual way, probing for information that may be inadvertently missed
- Listen to others, put forward ideas and encourage people to speak up when developing the process flows of the future – leveraging organisational strength to develop fit for purpose processes
- Analysing problems to evaluate alternatives, focusing on collaborative problem solving.
- Ensuring projects and resourcing plans are aligned to accountabilities and responsibilities.
- Support teams to achieve excellence through service delivery benchmarks and commitment to the implementation of continued process improvement.
- Responsibility for the financial, legal, physical, and human resources for the team within agreed budgets, timeframes, and reporting standards.
- Bring a creative, problem-solving lens to challenges faced by Council, and take ownership of solutions throughout the design and implementation phase

Key Challenges

- Providing high quality client services while adhering to required timeframes
- Responding to client requests for information and advice while balancing competing demands to ensure objectives are achieved
- Assisting in the timely collection and dissemination of accurate information and intelligence in a high-volume work area with competing priorities
- Managing multiple projects and prioritising as a team to ensure timelines are met

Qualification Requirements

- Tertiary qualifications in Information Technology, Business/Commerce discipline or similar field
- Human-centred design qualifications highly regarded
- Current Class C Driver's Licence

Organisational Obligations

- Live the Team Values
- Adhere to Council's Code of Conduct
- Council Policies and Procedures
- WHS Obligations and Responsibilities

Role Dimensions

Technology

Laptop, Dual Monitor, Headset

Immunisation Requirements

Nil

Key Relationships

Who	Why
Internal	
Head of Section	<ul style="list-style-type: none">✓ Escalate issues, keep informed, receive guidance and instructions and contribute to decision making.✓ Participate in meetings and discussions to share information, provide advice, input and feedback.✓ Identify sensitive issues, risk & opportunities and recommend potential solutions.✓ Provide regular updates on key projects/programs and priorities.
Direct reports	<ul style="list-style-type: none">✓ Inspire, guide, support, motivate, coach, mentor, develop and manage performance.✓ Review work and proposals to ensure integrity and accountability of decision making.✓ Provide own perspective and share information.✓ Demonstrate the importance of and work collaboratively with to achieve outcomes.
Customer Experience	<ul style="list-style-type: none">✓ Support team members and work collaboratively to contribute to achieving business outcomes.✓ Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice.✓ Represent work group perspective and share information.✓ Review work and proposals of team members.
Employees	<ul style="list-style-type: none">✓ Promote departmental services to improve confidence and trust across the organisation.

External	
Customers / Community members	<ul style="list-style-type: none"> ✓ Build relationships with community members and other stakeholders to drive collaboration and positive outcomes. ✓ Enhance the provision of solutions in a timely manner. ✓ Provide information and resolve technical and complex enquiries and delivery of services.
Key external stakeholders including Government agencies, local councils and other industry bodies	<ul style="list-style-type: none"> ✓ Develop and maintain strong effective working relationships and open channels of communication to support the coordination, planning and delivery of projects. ✓ Research information and ensure actions and processes do not conflict with other organisations and/or agencies legislative responsibilities and operations policies as well as remove duplication and mitigate risk.

Capabilities

Although all the capabilities are important, the bold are a priority.

Local Government Capability Framework		
Capability Group	Capability Name	Level
Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Adept
	Act with Integrity	Advanced
	Demonstrate Accountability	Advanced
Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	Work Collaboratively	Highly Advanced
	Influence and Negotiate	Advanced
Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Create and Innovate	Advanced
	Deliver Results	Advanced
Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
Workforce Leadership	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

Acknowledgment

Business Analyst

Employee Name: _____ Date: ____/____/____

Signature: _____

Executive Officer - CCO

Employee Name: _____ Date: ____/____/____

Signature: _____