

Melton City Council

Business Analyst

(Development & Construction)

Position Description

PD: 00089

A thriving community
where everyone belongs

1. Position details

Position Title	Business Analyst (Development & Construction)
Directorate	Corporate Services
Service Unit/ Department	Innovation & Transformation
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Business Engagement Team Leader
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">• IT Project Officers• Business Analysts• Technical Analysts• Business Unit Customers
External liaisons	<ul style="list-style-type: none">• Vendors, Consultants and Contractors• Local Government Peers• Other Government Organisations• Industry Forums

3. General responsibilities for all positions

1. Council Values

Our Values; Vibrant Melton or **Motivate, Empower, Lead, Trust Open and Nurture** represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.



5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.

4. Position objectives

- Assist stakeholders in achieving organisational objectives and business unit strategies by applying information technology and optimised work practices.
- Engage with stakeholders in developing business requirements to develop Business-IT solutions, validate functional and non-functional requirements, and ascertain the feasibility of a proposed solution.

5. Key responsibility areas

- Engage with stakeholders, including vendors, to understand and administer their strategies, improvement opportunities and issues, and represent stakeholders in developing an information technology strategy, delivery projects and operations.
- Communicate future information technology changes and system developments to stakeholders and devise plans on how stakeholders may capitalise on future improvements.
- Identify solutions and analyse requirements before acquisition or creation to ensure they align with the organisation's strategic requirements covering business processes, applications, information/data, infrastructure and services.
- Conduct a service delivery model to predict the impacts of the changing business environment and service improvements and maximise the likelihood of successfully implementing sustainable changes quickly and with reduced risk.
- Remain informed of stakeholder business processes and supplier service developments and continually identify and develop improvement opportunities.
- Develop project business cases or other initiative justification artefacts governed by the IT governance and management and project management frameworks.
- Realise preliminary testing on behalf of stakeholders and support stakeholders through acceptance testing of IT solutions.
- Maintain the availability of relevant, current, validated and reliable knowledge and management information to support business process activities and facilitate decision making.

6. Accountability and extent of authority

- Understand the strategic direction, delivery mechanisms and operations of the organisation, and plan, develop, and deliver beneficial solutions into the business' operations.
- Lead, under stakeholder direction, adopt business improvements and information technology through ongoing engagement and customer care.
- Apply appropriate practices, including prescribed methods, techniques, tools and templates, within the IT governance and management, business analysis, and project management frameworks.
- Develop IT project business cases and contribute to project management or IT change control documentation that governs the realisation of changes, such as planning, scheduling, and budgeting.
- Manage stakeholder expectations and service acceptance during testing, and oversee issues through to resolution.

- Engage and obtain suppliers services and products based on specified requirements to optimise the viable solutions.
- Contribute to the development of the business analysis framework, knowledge, tools and techniques.

7. Judgement and decision making

- Make decisions based on business analysis expertise to assist stakeholders in realising their objectives.
- Formulate work practices through a combination of industry best practice, stakeholder needs, organisational procedures, vendor recommendations and previous experience.
- Make decisions on work priorities and timeframes following IT project plans and operational levels of service, supervisor direction and stakeholder needs.
- Decide on escalating business analysis issues using experience and expertise within existing Council and IT procedures.
- Apply novel approaches based on previous experience if situations warrant an adequate reaction, but get supervisor approval first.
- Capture, formulate, and record knowledge, promote ideas and contribute to innovations.

8. Specialist skills and knowledge

- Proficient in stakeholder engagement and management, creating rapport and representing IT in a trustworthy manner.
- Proficient in service demand modelling, analysing impacts to services and formulating a clear understanding for the relevant stakeholders.
- Proficient in business analysis and process improvement work methods, frameworks, tools and techniques, including plan-driven and change driven approaches.
- Proficient in development and construction industry trends, such as best practices, business processes, systems and technologies, and legislation.
- Knowledge of business domains such as but not limited to planning services, city design, engineering, environment and waste, maintenance and operations.
- Proficient in facilitating workshops, opportunity exploration and issue resolution, understanding and processing user requirements and conducting analysis.
- Proficient in applying information security, knowledge processing, and governance controls, such as recording and reporting, into work practices.
- Knowledge of organisational policies, strategic direction, processes and procedures in the context of the customer.
- Proficient in the elicitation, analysis, specification and validation of requirements and constraints, and negotiation of trade-offs that are acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints.
- Knowledge of service management practices, including the software development lifecycle and various development methodologies such as waterfall and agile.



9. Management skills

- Work towards goals within agreed timeframes set by service level agreements, IT project plans, and stakeholder and supervisor direction.
- Prioritise own work to ensure timeframes meet the competing expectations of IT projects, stakeholder and supervisor needs.
- Assess the impact on stakeholder resources for given change initiatives and manage supplier relationships accordingly.
- Monitor stakeholder resource and budget contribution to change initiatives.

10. Interpersonal skills

- Well-developed facilitation and communication skills with a demonstrated ability to establish productive relationships with internal and external stakeholders.
- Well-developed cooperation skills to gain stakeholder trust and alignment to organisation direction and change initiatives.
- Well-developed written communication skills to produce correspondence, reports and presentations.
- Aptness for 'storytelling'; framing important information into easy to understand messages that will inform its audience.
- Strong relation-building and collaboration skills, both internal and external, create successful results.

11. Qualifications and experience

- Tertiary qualification within an IT, project or business-related field with substantial business analysis experience working within a medium-sized corporate environment.
- Experience developing business cases and undertaking business analysis within the construction and development industry.
- Experience in understanding stakeholder issues and challenges and devising improvements through business analysis methods.
- Experience in applying Business Analysis methodologies, such as BABoK, and the delivery of information technology-enabled services.
- Experience in the use of organisational Enterprise Resource Planning (ERP) systems.
- A current valid Victorian driver's licence.

12. Key Selection Criteria

1. Tertiary qualification Degree or diploma within either an IT, project or business-related field with substantial business analysis experience working within a medium-sized corporate environment within the same industry.
2. Experience developing business cases and undertaking business analysis within the development and construction industry.
3. Experience in understanding stakeholder issues and challenges and devising improvements through business analysis methods.



4. Experience in applying Business Analysis methodologies, such as BABoK, and the delivery of information technology-enabled services.
5. Well-developed facilitation and communication skills with a demonstrated ability to establish productive relationships with internal and external stakeholders to facilitate stakeholder work practises.
6. Proficient in development and construction industry trends, such as best practices, business processes, systems and technologies, and legislation.
7. Knowledge of business domains such as but not limited to planning services, city design, engineering, environment and waste, maintenance and operations.
8. Proficient in facilitating stakeholder workshops, opportunity exploration and issue resolution, understanding and processing user requirements and conducting analysis.
9. A current valid Victorian driver's licence.

I confirm I have read the Position Description, understand its content and agree to work following the position's requirements.

Manager Innovation &
Transformation

22/6/2021

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

