**Customer and Community**

**Program Manager Customer Digital Enablement**

## Position Purpose

The Customer Business Analyst works closely with the program manager, subject matter experts & project teams to define business requirements and facilitate outcomes that drive the successful delivery of corporate customer systems and excellence in safety.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Facilitate discussions with SMEs to define and develop detailed business processes, user stories and future state process based on best practice and system capability. Document these requirements and processes in the agreed format to ensure clarity across the business, BSI and the vendor.
4. Identifies options to progress business requirements and models outcomes to facilitate successful solution outcomes.
5. Documentation delivered for business & project use on time and to the agreed quality as specified with any gaps or business impacts clarified with the business
6. Clarify requirements during the design, build and test phases of the project, in order to develop test cases for User Acceptance and Business Readiness for release of the solution into Production
7. Network with the business to develop effective relationships with business owners, stakeholders and subject matter experts to ensure that the design is as effective and meets business and customer needs.
8. Help the change management team drive adoption of the changes by ensuring that the deliverables have customer and organisational buy-in through journey mapping and pre-emptive call outs of any change impacts across the business
9. Identify training requirements for the business and work with the change team to support the development of materials to ensure maximum uptake of new systems from the business.

Key Challenges

* Maintaining engagement and focus on delivery in a matrixed team environment with competing priorities, i.e. Managing virtual team resources against the tasks with conflicting business and line management priorities
* Managing the escalation and resolution of issues across various groups
* Ensuring Business Case and executive stakeholder vision is realised while defining future state requirements from Subject Matter Experts
* Understanding resistance to change and practical application of change management techniques to achieve commitment
* Understanding and applying new technology and capabilities to meet target state vision

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Leader | * + Receive guidance & provide regular updates on key projects, issues & priorities   + Provide advice & contribute to decision making   + Identify emerging issues/risks and their implications & propose solutions |
| Project Teams | * + Provide guidance, support, coach & mentor team members   + Work collaboratively to contribute to achieving team outcomes |
| Subject Matter Experts | * + Consult & collaborate effectively to develop suitable technology solutions for the business and customers. |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Vendor | * + Communicate business requirements and collaborate to develop suitable business solutions. |

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

|  |  |  |
| --- | --- | --- |
| People | Level |  |
| Managing Change | B | * Understands risks and opportunities of change and is able to take action to ensure the change is successful * Understands the range of reactions to change and actively manages these * Identifies and addresses stakeholder resistance to change * Communicates key information and wider reasons for change * Gains stakeholder support and generates enthusiasm about change |
| Communicating with Influence | C | * Generates interest in complex ideas and concepts * Builds support by taking the time to educate and consult others * Uses storytelling effectively to meaningfully convey key messages |

|  |  |  |
| --- | --- | --- |
| Customer | Level |  |
| Collaboration & Engagement with Customers and Stakeholders | B | * Builds and maintains relationships with individuals from other work groups to accomplish shared goals * Adapts approach to meet the needs of a broad range of customers and stakeholders |

|  |  |  |
| --- | --- | --- |
| Business | Level |  |
| Analysis and Problem Solving | B | * Defines the extent and cause of the problem through observation and investigation * Knows when and how to source and use additional information to effectively diagnose the problem and determine suitable solutions. * Considers all possible solutions and seeks input from subject matter experts where appropriate * Takes necessary action to implement the identified solution |
| Planning and Delivering Results | B | * Manages expectations and accepts accountability for deadlines, budget and outcomes * Delivers consistently to plans and focuses on the achievement of results despite obstacles * Implements quality assurance practices to ensure projects and activities are delivered to required standards. * Initiates action without prompting |
| Continuous Improvement | C | * Uses data to prioritise improvement opportunities and reduce variance in organisational processes * Undertakes improvement projects that cross business unit boundaries to improve the end to end process and customer experience * Coaches and supports team members and colleagues on the selection of and use of continuous improvement tools * Challenges the status quo to identify improvement or innovation opportunities when appropriate |

## Mandatory Candidate Requirements

**Qualifications:**

Either;

* + A Bachelor’s degree or diploma in Business Administration, Business Analysis, Project Management, Information Systems or similar business discipline; or,
  + A Certification of Agile Project management methodology: or,
  + Strong relevant delivery / industry experience

**Knowledge:**

Demonstratable working knowledge of:

* + Agile delivery frameworks and practices
  + Business Analysis processes and practices
  + Problem solving tools (e.g. Root cause analysis)
  + Continuous improvement tools and techniques (e.g. Lean, Six Sigma)
  + Basic project management skills (scheduling and task management) and an understanding of Scrum ceremonies
  + Ability to build and maintain strong relationships with stakeholders

**Experience:**

* Demonstrated experience in Business Analysis and/or working in a Project Management Office, preferably focused on business centric projects or customer focused technology solutions
* Demonstrated experience in Digital Transformation and associated people, process and system change at scale
* Demonstrated experience in managing change resistance and the practical application of change management techniques to achieve commitment
* Demonstrated ability to influence without authority, and to build consensus where subject matter experts’ opinions differ to achieve outcomes
* Demonstrated ability to meet agreed milestones in an environment where business units need to re-prioritise effort to respond to emerging issues

## Favourable Candidate Requirements

* Demonstrated experience in developing customer focused technology solutions using an Agile project framework approach.
* Demonstrated experience in business analysis in a highly legislative or compliance environment
* Experience working in the Water Industry or similar Utility
* Experience in prior BPM / CRM implementations (ideally Pega)

## Pre-Employment Checks Required

* Identification (Drivers Licence or Passport)
* Proof of Qualifications – If provided as part of resume
* Pre-employment Medical – Office Based
* Citizenship Check (Right to work)