



Position description

Position title:	Business Analyst
Group:	Technology and Performance
Reports to:	Group Manager Technology and Performance
Reports:	Direct: 0 Indirect: 0
Status:	Permanent Full-time
On call roster	No
Salary grade:	13
Position code and WAP:	BA
Position Of Trust	No

Council overview

Rous County Council has three core functions; bulk water supply, weed biosecurity and flood mitigation. Council delivers these functions to the constituent councils of Ballina, Byron, Lismore and Richmond Valley.



Primary purpose of the position

To facilitate and support the delivery of Council's Digital Transformation through defining, prioritising and delivering a range of process improvement and system optimisation / implementation initiatives. Including the redesign of processes to improve efficiency and effectiveness.

Key accountabilities

Key accountabilities of this position include, but are not limited to, the following:

- Gathering business requirements and mapping processes to identify gaps and opportunities and feed into the design and implementation of technology solutions. Including:
 - Running workshops and requirements gathering exercises with staff of all levels across the organisation.
 - Mapping of processes using Council's BPMN aligned business process management framework, ensuring clear process ownership, along with consistency and completeness of documentation.
 - Identifying productivity and efficiency improvements and cost reduction opportunities
 - Working proactively to progress analysis activities, identify issues, and ensure requirements and process documentation are complete and accurate.
 - Translating requirements to user stories
- Develop and execute testing scripts, and facilitate and support UAT with the business

- Develop solution documentation for the business including Training documentation, procedures and system as-built documentation
- Respectfully challenge the status quo and working to future proof council through embedding a process orientated continuous improvement culture.
- Develop and maintain effective working relationships with staff of all levels, including providing training and support for new systems and processes as required
- Provide flexible support across all aspects of the project, assisting with tasks and activities as required to ensure smooth delivery.
- Contribute to and support the development and delivery of assigned IP&R activities.

Key challenges

- Immature and inefficient business processes.
- Managing conflicting priorities from team members and other stakeholders
- Implementing new processes and ensuring they are followed

Work Health and Safety responsibilities

- Ensure you are able to competently and safely perform any work you undertake.
- Ensure compliance with the WHS policy, WHS management system and all Council safe work practices and procedures.
- Take reasonable care for the health and safety of yourself and others who are at the place of work.
- Cooperate with Council or others so far as necessary to enable compliance with any requirements under WHS legislation.
- Report to your supervisor unsafe conditions, dangerous occurrences or injuries.
- Communicate and/or consult with other employees, supervisors, managers and the HS Committee.

Key relationships

	Who	Why
Internal	Manager	<ul style="list-style-type: none"> Receive guidance and provide regular updates and reports on assigned tasks and provide advice on escalating issues.
	Leadership team and key staff	<ul style="list-style-type: none"> Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in business improvement projects and activities.
	Team members	<ul style="list-style-type: none"> Work as part of an agile squad being jointly accountable for delivery of a prioritised and endorsed backlog Actively participate and contribute to discussions regarding key aspects of operations, planning, development. Receive guidance and advice from team members based on their expertise and experience.
	Internal stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication to liaise, consult, engage and/or participate in planning, design and customer service matters. Receive guidance and advice from internal stakeholders based on their expertise and experience. Provide advice and direction to internal stakeholders to maximise efficiency and effectiveness.
External	Key external stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships with external vendors and augmented resources. Develop and maintain professional networks in relevant fields to maintain awareness of industry trends and issues affecting Council's interests.

Acceptance of the position

I agree to the requirements of the above Position description as at:

(Employee name)

(Signature)

(Date)

Selection criteria

- Bachelor level qualification in business improvement or a related field and 3-5 years in a similar role.
- Demonstrated skills and experience in Business Analysis to identify problems and opportunities including knowledge of related industry frameworks, modelling notations, analysis methods and project methodologies.
- Experience working on the design and implementation of large technology projects.
- Demonstrated experience with business process management tools and techniques.
- Demonstrated experience working with multi-disciplinary teams at all levels of an organisation to effect change and deliver outcomes.
- Advanced verbal and written communication skills with high-level attention to detail and demonstrated ability to effectively communicate with stakeholders to facilitate business improvements.
- Experience working in an agile / scrum environment and / or exposure to process methodologies, such as Lean Six Sigma or similar
- Demonstrated experience in the Microsoft office suite of products.

Essential credentials

Qualifications		Skill Step required
2547	Bachelor level qualification in business improvement or a related field and 3-5 years in a similar role.	Entry

Skill step progression plan

Entry Level	
1001	<ul style="list-style-type: none"> Must have 100% of entry level skills.
1836	Demonstrated ability to work unsupervised and plan work activities.
2559	Examine and reflect on own performance including seeking and responding positively to constructive feedback and guidance.
2572	Demonstrated ability to prioritise and achieve milestones within allocated time frames, both individually and in small teams.
2569	Implement items from the strategic action plan including review and improvement of guidelines and templates to ensure alignment with contemporary standards.
1158	Demonstrated written and oral communication skills relevant to the position
Skill Step 1	
1001 1451	<ul style="list-style-type: none"> Must have 100% entry level plus a minimum of 80% of Skill Step 1 competencies to qualify for permanent progression to Skill Step 1.
2614	Demonstrated organisational skills and ability to manage concurrent activities with competing deadlines; with a solution focussed, continuous improvement approach
1735	Demonstrated ability to implement and monitor continuous improvement in systems and processes.
2194	Demonstrated ability to communicate and relate technical information appropriately to your target audience.
2560	Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and key external stakeholders
2559	Examine and reflect on own performance including seeking and responding positively to constructive feedback and guidance.
Skill Step 2	
1001 1002 1452	<ul style="list-style-type: none"> Must have 100% of entry level skills + 100% of Skill Step 1+ Required to meet 80% of Skill Step 2 competencies to qualify for permanent progression to Skill Step 2.
1181	Experience with implementing continuous improvement initiatives and effecting positive cultural change
2265	Demonstrated ability to prepare standard operating procedures within area of expertise
1593	Demonstrated experience in project management
2554	Translate technical and complex information concisely for diverse audiences
2574	Excellent oral communication and interpersonal skills with demonstrated abilities in consultation, fostering relationships and negotiation with a variety of stakeholders.
Skill Step 3	
1001 1003 1453	<ul style="list-style-type: none"> Must have 100% of entry level skills + 100% of skills step 1+2

	<ul style="list-style-type: none"> • Required to meet 80% of skill step 3 competencies to qualify for permanent progression to skill step 3.
2587	Demonstrated research and analytical skills
2389	Demonstrated ability to assess and manage competing priorities and prepare, coordinate and execute a program of works or activities
1749	Demonstrated ability to deliver on-site training and development of staff
2671	Well-developed and demonstrated judgement and other decision-making abilities
2559	Examine and reflect on own performance including seeking and responding positively to constructive feedback and guidance
Skill Step 4	
1737	<ul style="list-style-type: none"> • To be determined in consultation with your supervisor, subject to approval by the General Manager.