



Position description

Position title:	Senior 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:	Grade 16
Position code	SBA
Position Of Trust	Yes

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. This includes working in an Agile environment and filling the role of Scrum Master for a small Scrum squad.

Position of trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

Key accountabilities

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

- Deliver Council's Digital Transformation through identifying opportunities to reimagine processes and systems to support business outcomes
- 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.
- Map requirements to epics, features and user stories
- Identifying productivity and efficiency improvements and cost reduction opportunities.
- Designing innovative solutions to process improvement opportunities including better using technology.
- Identify processes that don't add value and seek to remove them
- Respectfully challenge the status quo and working to future proof council through embedding a process orientated continuous improvement culture.
- Develop solution documentation for the business including Training documentation, Test scripts and business change impacts.
- Work with vendor staff to support the configuration of business processes and user interfaces in new systems and facilitate that business requirements are met by the solution.
- Develop and maintain effective working relationships with the Leadership Group, staff and all key stakeholders to meet project goals and adopted delivery programs and manage the organisational change required adopting
- Contribute to and support the development and delivery of assigned IP&R activities

Key challenges

- Delivering and managing improvement initiatives to time, cost and expectations.
- Changing the status quo whilst balancing the concerns of staff around new systems and processes
- Managing relationships and priorities between different internal teams and external vendors

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"> Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in business improvement projects and activities. Build capacity and capability at Council to ascertain pertinent, accurate and relevant information to inform business decisions and track progress of implementation of programs and activities within area of responsibility. Share and transfer specialist knowledge, expertise and skills with colleagues and key stakeholders.
		Leadership team and key staff	<ul style="list-style-type: none"> Work as part of an agile squad being jointly accountable for delivery of a prioritised and endorsed backlog Participate in discussions regarding key aspects of operations, planning, development. Receive guidance and advice from team members based on their expertise and experience. Provide advice and direction to team members to maximise efficiency and effectiveness
		Team members	<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.
		Internal stakeholders	<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. Build capacity and capability at Council to ascertain pertinent, accurate and relevant information to inform business decisions and track progress of implementation of programs and activities within area of responsibility. Share and transfer specialist knowledge, expertise and skills with colleagues and key stakeholders.

		Who	Why
External		Key external stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships with external vendors and augmented resources. Being accountable to vendors for what is committed and holding vendors to account when they don't meet expectations. Ensuring any vendor disputes or conflicts of interest are appropriately escalated and managed Develop and maintain professional networks with other practitioners and government/statutory authorities, 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 a relevant 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.
- 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 and working with technology vendors
- Advanced verbal and written communication skills with high-level attention to detail and demonstrated ability to effectively communicate with stakeholders to facilitate business improvements.
- Proven ability to work autonomously, manage multiple projects and meet deadlines.
- Experience working in an agile / scrum environment and / or exposure to process methodologies, such as Lean Six Sigma or similar, ideally with experience operating as a scrum master.
- Demonstrated experience in the Microsoft office suite of products and Agile project management software (such as Jira or Azure DevOps)

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
Licences / tickets		
2125	Completion of Council's Employee Induction Training.	Entry
Vaccinations		Nil

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.
2601	Demonstrated ability to manage time appropriately and re-prioritise tasks as required.
1735	Demonstrated ability to implement and monitor continuous improvement in systems and processes.
2569	Implement items from the strategic action plan including review and improvement of guidelines and templates to ensure alignment with contemporary standards.
2574	Excellent oral communication and interpersonal skills with demonstrated abilities in consultation, fostering relationships and negotiation with a variety of stakeholders.
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.
2666	Seeks and accepts challenging assignments and other development opportunities.
2614	Demonstrated organisational skills and ability to manage concurrent activities with competing deadlines; with a solution focussed, continuous improvement approach.
2559	Examine and reflect on own performance including seeking and responding positively to constructive feedback and guidance.
2554	Translate technical and complex information concisely for diverse audiences.
1844	Demonstrated ability to work autonomously and meet project targets
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.
1401	Demonstrated ability to monitor and provide a reliable and efficient IT support service.
2659	Demonstrated ability to effectively conduct difficult conversations respectfully, to resolve difficult situations including disagreements professionally and fairly, with the proven skills to manage the re-calibration of the relationship.
1771	Demonstrated ability to undertake risk assessment for positional responsibilities.

2585	Demonstrated creative problem-solving skills.
Skill Step 3	
1001	<ul style="list-style-type: none"> • Must have 100% of entry level skills + • 100% of skills step 1+2 • Required to meet 80% of skill step 3 competencies to qualify for permanent progression to skill step 3.
1003	
1453	
1038	Demonstrated ability to analyse complex technical issues and competence in technical investigation
2668	Represent Council in an honest, ethical and professional way and sets example for others to follow
1694	Demonstrated ability to undertake, complete and implement a significant IT project.
2662	Models inclusiveness and respect for diversity in people, experiences and backgrounds. Ensures that where relevant systems, policies and practises pertaining to functional area are inclusive of all individuals.
2671	Well-developed and demonstrated judgement and other decision-making abilities
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.