

# POSITION DESCRIPTION



## POSITION DETAILS

<b>Position Title</b>	Business Analyst
<b>Position Number</b>	166
<b>Department</b>	Office of the Chief Executive Officer
<b>Section/ Stream/ Unit</b>	Strategic Operations
<b>Classification</b>	Level 6 – 7, Queensland Local Government Industry (Stream A) Award – State 2017
<b>Reports To</b>	Strategic Relationships Manager

## POSITION OBJECTIVES

Working within the Office of the Chief Executive Officer (Strategic Operations), the Business Analyst will:

- lead, define and communicate operational and process improvement initiatives across the whole organisation, working with stakeholders to realise quantifiable budget savings, risk reduction, customer experience uplifts (internal and/or external), or other benefits as deemed appropriate.
- provide data-driven information and recommendations to the Executive Team and Council to facilitate the efficient and effective delivery of Council services to the community.

## KEY RESPONSIBILITIES

- Review and analyse business processes and practices across the organisation to identify quantifiable opportunities for improvement at both an operational and strategic level, applying lean process improvement principles where appropriate.
- Work closely with the executive leadership team to facilitate, support and align improvement initiatives with approved strategies, plans or programs, delivering cohesive and integrated outcomes.
- Gather, analyse and interpret all information and/or data necessary to enable the delivery of detailed and well-informed business cases, reports and/or presentations as required.
- Develop and implement new or revised policies and/or procedures to support operational or process improvement initiatives, with the input of relevant stakeholders.
- Prepare and present business case proposals and/or similar project documentation, identifying expected costs and benefits of an initiative as well as risks, timelines and stakeholders.
- Lead the implementation of approved initiatives and relevant projects as directed, which may include the design and implementation of new processes from time to time.
- Facilitate implementation of automation or other software solutions to support process improvement initiatives, including needs analysis, consideration of data affecting investment decisions, practical feasibility and/or potential project outcomes.
- Collate, present and critically analyse complex data in meaningful ways, ensuring it is appropriately vetted, fit for purpose and presented in a way considered appropriate for the intended audience.
- Maintain knowledge of developments in the business environment, including contemporary corporate operations, best practices, technological advancements, and their applicability to the organisation.
- Support the continued development, refinement and embedding of Council's service catalogue, identifying opportunities for consistency, possible redundant services and the resources necessary to deliver each service.
- Support the continued development of Council's Continuous Improvement Program (CIP), promoting continuous improvement approaches and methods across the organisation.
- Assist in the preparation of plans, reports or strategies relevant to operational performance.
- Undertake process mapping and/or documentation as required.
- Consult with internal stakeholders and promote strong working relationships to support collaboration.
- Provide coaching and knowledge sharing to others in the organisation on matters relevant to the role.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

## POSITION REQUIREMENTS

### Essential Skills, Knowledge and Experience

- Demonstrated commitment to work as an effective, positive team member in an environment that encourages staff to maintain a self-motivated, proactive approach and which supports both professional and personal development.
- High level communication, consultative, interpersonal and negotiating skills (both oral and written), with a demonstrated ability to work collaboratively with multiple stakeholders at strategic and operational levels.
- A moderate understanding of modern software and/or automation tools, such as the Microsoft Power Platform (or similar), and their applicability to process improvement initiatives.
- Proficiency in the use of relevant tools, such as Microsoft VISIO, Excel, Word and PowerPoint.
- Substantial organisation and time management skills.
- High levels of analytical and problem-solving skills.
- Demonstrated presentation skills.
- Proven experience in business process analysis, design, implementation and documentation.
- High levels of experience in business process re-engineering.
- Demonstrated operational project management skills.

### Qualifications, Training and Licences

- Unrestricted drivers licence – 'C' class is essential.
- Process improvement qualifications, such as Lean Six Sigma, or a willingness to rapidly obtain.
- Tertiary qualifications relevant to the work area are desirable, such as business, finance, computer science or economics.

## WORK HEALTH AND SAFETY

Employees must ensure all work is carried out to meet Work Health and Safety objectives and targets to eliminate risk of injury and illness for themselves and others. Obligations and targets may be met by:

- Complying with the Workplace Health and Safety Act and Regulations;
- Conducting themselves in a manner that ensures their own health and safety and also that of everyone around them;
- Adopting and maintaining safe working practices in accordance with procedures, policy and workplace instructions;
- Using appropriate personal protective clothing and equipment as required and/ or directed;
- Reporting all accidents, injuries, incidents, near misses and damage to plant/ equipment to management as soon as possible;
- Eliminating, reporting or advising a supervisor of potential hazards, hazardous work related conditions and/ or practices; and
- Actively participate in risk assessments of workplace hazards.