

Role Description

Senior Business Analyst

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Service Experience / Service Enablement / Service Squads
Role number	TBC
Classification/Grade/Band	Clerk 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	August 2022
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the well-being of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

The newly established Service Experience function is responsible for redesigning and continuously improving how we deliver services to our schools: teachers, principals, school administrative and support staff, as well as corporate staff.

Primary purpose of the role

The Senior Business Analyst is responsible for conducting complex analysis to define business requirements and develop solutions that support decision making and planning for service redesign initiatives to improve service outcomes for users.

Key accountabilities

- Manage the delivery of business analysis across service redesign projects to determine business requirements and develop solutions in consultation with key business stakeholders that support decision making and planning for service redesign initiatives to improve service outcomes for users.
- Apply business analysis techniques, modeling and analysis tools, methods and standards to deliver evidence-based business analysis that considers unique business perspectives and scenarios.

- Manage workshops with key business stakeholders to identify and deliver process mapping, business requirements and quantitative and qualitative information to inform project and program recommendations.
- Identify, and implement solutions to business opportunities/problems on proposed and completed projects across a range of complex initiatives.
- Build collaborative stakeholder relationships to understand strategic objectives and support the achievement of business outcomes.
- Monitor, analyse and report on the progress of projects against key performance indicators including budget, time and quality requirements and business plans to identify issues, risks, delays and other constraints.
- Provide expert business analysis advice and guidance to the Manager Service Squads and key business stakeholders to identify impacts and ensure business requirements are reflected accurately in solutions.

Key challenges

- Collaborating effectively with key business stakeholders to understand acceptance criteria and understand issues, risks and opportunities.
- Achieving multiple project objectives within budget and on time, managing key project interdependencies and balancing competing demands and priorities
- Maintaining currency with rapidly business and user needs and incorporating changing requirements to deliver outcomes that are fit for purpose and deliver customer value.

Key relationships

Who	Why
Internal	
Manager Service Squads	<ul style="list-style-type: none"> • Discuss business objectives, priorities, current projects and solutions thinking • Provide advice regarding current / proposed projects; inform decision- making and challenge current thinking as appropriate • Identify emerging issues/risks and their implications and propose solutions.
Work team	<ul style="list-style-type: none"> • Build and maintain effective working relationships to optimise team outputs, ensuring open channels of communication to liaise, consult, engage and/or participate in projects • Work collaboratively to contribute to achieving the team's business outcomes • Share information; provide specialist advice, analysis and support to ensure initiatives are consistent and cohesive and align with processes and system • Participate in meetings to share information and provide input on issues.
Service Experience Directorate	<ul style="list-style-type: none"> • Develop and maintain effective working relationships ensuring open channels of communication to liaise, consult, engage and/or participate in projects. • Ensure supported initiatives are consistent and cohesive and align with processes and systems.
Departmental managers and staff	<ul style="list-style-type: none"> • Establish and maintain strong working relationships to understand business and customer needs • Build collaborative relationships and provide specialist advice and support to enable capacity building • Resolve and provide solutions to issues

Who	Why
External	
Other agencies, learning networks and/or communities of practice	<ul style="list-style-type: none"> • Collaborate to share best practice, findings and incorporate continuous improvement • Build and maintain strong networks to appropriately share information regarding good practice and emerging methodologies

Role dimensions

Decision making

The Senior Business Analyst is responsible for managing, coordinating and organising work to achieve agreed business objectives and performance criteria, within approved work plans. The role operates as part of a team and is fully accountable for the quality and integrity of advice provided.

The role must consult with the Manager Service Squads on major issues arising during work performed, matters of significant complexity which may impact broader operations of the business or matters requiring a higher level of authority.

Reporting line

Manager Service Squads

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Strong demonstrated experience conducting analysis of business needs and in interpreting and translating analysis results into insightful, clear and succinct requirement documentation.
- Strong process design experience including the ability to write user stories and the ability to collaborate to understand acceptance criteria.
- Strong knowledge of and extensive experience in the application of business analysis best-practice frameworks.
- Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Tertiary qualifications in business, project management and/or equivalent experience with demonstrated experience in business analysis.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept



Communicate Effectively
Communicate clearly, actively listen to others, and respond with understanding and respect

- Present with credibility, engage diverse audiences and test levels of understanding
- Translate technical and complex information clearly and concisely for diverse audiences
- Create opportunities for others to contribute to discussion and debate
- Contribute to and promote information sharing across the organisation
- Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
- Explore creative ways to engage diverse audiences and communicate information
- Adjust style and approach to optimise outcomes
- Write fluently and persuasively in plain English and in a range of styles and formats

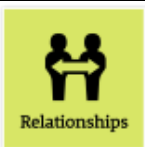
Advanced



Commit to Customer Service
Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

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Work Collaboratively
Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

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Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
- Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
- Take account of the wider business context when considering options to resolve issues
- Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
- Implement systems and processes that are underpinned by high-quality research and analysis
- Look for opportunities to design innovative solutions to meet user needs and service demands
- Evaluate the performance and effectiveness of services, policies and programs against clear criteria

Advanced



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Assess work outcomes and identify and share learnings to inform future actions
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

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Project Management
Understand and apply effective planning, coordination and control methods







- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects



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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational