

Role Description

Senior Business Analyst, Continuous Improvement



Education

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Operations / Shared Services / EDConnect / Business Services and Enablement
Role number	TBC
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	TBC
Agency Website	education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Senior Business Analyst, Continuous Improvement leads the analysis and review of EDConnect's operational policies, procedures and systems to identify, advise, action and report on opportunities to achieve shared services process improvements and strengthen governance processes.

Key accountabilities

- Facilitate the development and lead the implementation of EDConnect's operational plans to create a high-performing service delivery culture through the improvement of business processes and systems with a focus on intelligent automation.
- Foster collaboration and support business partnering within EDConnect, Operations Group Directorates, the broader Department and external stakeholders to assist the development and maintenance of Service Level Agreements with customers.
- Provide advice, guidance and support to team members to adopt new or emerging technologies, systems and practices to enhance the delivery of efficient and effective services in accordance with Department policy and EDConnect's practices and protocols.
- Coach and mentor staff to build knowledge and enhance skills to support high performance service delivery to customers in line with the Department's commitment to continuous improvement.



- Develop and implement shared services systems to capture and evaluate performance data to support the provision of accurate and timely reporting to inform decision-making, future planning, service delivery and process improvement.
- Analyse business data and reports and seek other relevant information or advice to identify emerging issues that may impact progress in meeting agreed objectives and provide recommendations for mitigation strategies to address associated risks.
- Provide clear direction to team members on providing expert advice and support to stakeholders on intelligent automation and resolving associated technical and complex issues impacting on business practices.
- In consultation with the supervisor, develop an annual work plan that articulates and clarifies specific role responsibilities, key performance indicators and expected outcomes of success over a 12-month period; and monitor and evaluate team performance through performance development, to support team members, and enhance individual and team achievements.

Key challenges

- Providing efficient and high-level customer service delivery while ensuring competing and conflicting business priorities are met within agreed timeframes and to the required standard.
- Embracing EDConnect's objectives by adopting and implementing continuous improvement initiatives in services, processes and technologies to provide high quality, efficient and customer-centred services to our customers.
- Maintaining knowledge of emerging automation technologies, while also keeping abreast of shared services and customer experience trends, policy and legislative reform, to support the execution of the Department and EDConnect's strategy and objectives.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Receive direction, advice guidance and support. • Provide advice and updates on performance and compliance analysis and reports and contribute to decision making. • Receive performance feedback.
Direct Reports (when applicable)	<ul style="list-style-type: none"> • Manage performance. • Provide leadership, advice guidance and support. • Build knowledge and skills. • Provide performance feedback, coaching and development.
Unit Staff	<ul style="list-style-type: none"> • Provide direction and communication on organisational and operational issues.
Key Stakeholders	<ul style="list-style-type: none"> • Develop and maintain open channels of communications to consult, liaise and negotiate to achieve mutually beneficial outcomes.

External

Who	Why
Key stakeholders	<ul style="list-style-type: none"> • Develop and maintain channels of communication to facilitate liaison, consultation and engagement.

Role dimensions

Decision making

Acts independently in performing its core work functions and requires the application of knowledge, skills and professional judgement within Department policies and guidelines to achieve EDConnect / business unit target outcomes. Consults with the Manager Continuous Improvement on sensitive, high-risk or business critical matters to agree on a suitable course of action.

The Senior Business Analyst has authority to make decisions about the coordination of workflows, and the deployment of team members, tasks and allocated resources to ensure the achievement of business and unit outcomes.

Reporting line

Manager, Continuous Improvement

Direct reports

Up to 2 (dependent on project requirements)

Budget/Expenditure

Financial delegation in accordance with Department policy.

Key knowledge and experience

- Demonstrated experience delivering process improvements via automation and knowledge of relevant automation tools, technologies and process improvement methodologies.
- 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

- Appropriate tertiary qualifications in ICT/Business or Project Management or relevant experience in a similar role and/or demonstrated successful experience in a Shared Services/Contact Centre environment.
- Demonstrated understanding of and commitment to the value of public education.
- Valid Working with Children Check.

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.

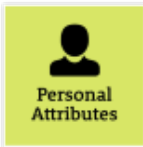
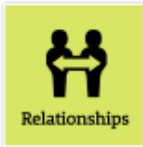
The capabilities are separated into focus capabilities and complementary capabilities

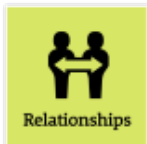
Focus capabilities

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
 Personal Attributes	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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept

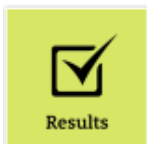


Work Collaboratively

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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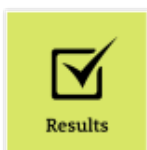


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

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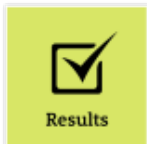


Plan Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

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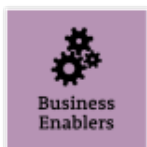


Think and Solve Problems

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

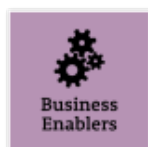


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Champion the use of innovative technologies in the workplace
- Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
- Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes
- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Advanced



Project Management

Understand and apply effective project 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.

Complementary capabilities

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate

	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate