

ROLE DESCRIPTION

Senior Business Analyst



Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Courts, Tribunals and Service Delivery / Strategy, Reform and Support / Digital Customer Experience	
Location	Sydney Metropolitan	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	TBC	
ANZSCO Code	261111	
PCAT Code	1226192	
Date of Approval	02 September 2024	Ref: CATS0218
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Senior Business Analyst will work as part of a multi-disciplinary team responsible for digital product definition, design, development, implementation, and delivery. The role is responsible for gathering, reviewing and analysing business intentions, services, processes and information needs to identify and document changes for business solutions and enhancements.

Key accountabilities

- Plan, support and deliver business analysis work for approved initiatives.
- Review and analyse business intentions, services, processes and information needs to identify and document changes user requirements for new business solutions and enhancements.
- Develop strategies for the continuous monitoring, evaluation and improvement of all aspects of business analysis work using known frameworks.
- Manage and develop stakeholder relationships through effective communication, negotiation and issues management to define business requirements and trends to enable informed business decisions and service level improvements.

- Contribute to customer insights reports and journey maps as well as solution design deliverables with the Project Team, including analysis of options.
- Contribute to the development of project plans (e.g. implementation plans, requirement gathering, specifications, change management, user acceptance testing, training) to facilitate the successful achievement of business initiatives and strategic goals.
- Provide plain language advice on technical issues to non-technical audiences.

Key challenges

- Consulting and negotiating with diverse stakeholders including vendors and driving outcomes within acceptable costs and timelines.
- Distilling business needs to identify fit for purpose options.
- Keeping across changing technologies, business processes and industry best practices.
- Managing deliverables independently against rapidly shifting priorities to respond to internal and external demands.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues and receive instructions. • Provide regular updates on key projects, issues and priorities.
Work Team	<ul style="list-style-type: none"> • Guide, support, coach, provide direction and up skill team members. • Work collaboratively to contribute to achieving the team’s business outcomes. • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding implementation of innovation and best practice.
Stakeholders	<ul style="list-style-type: none"> • Consult with business users to understand business needs, gather information and analyse requirements. • Resolve issues and provide solutions to problems. • Provide strategic advice for business improvement.
External	
Vendors / Service Providers	<ul style="list-style-type: none"> • Detail requirements with vendors to provide solutions to issues or enhancements.

Role dimensions

Decision making

The role will operate with a high level of autonomy within the requirements of the agreed work plan and establishes strategic operational priorities in consultation with the Principal Business Analyst and the Project Manager.

Reporting line

The role reports to the Principal Business Analyst.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Qualifications in a relevant area or demonstrated relevant professional experience.

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

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
 <p style="text-align: center; font-size: small;">Personal Attributes</p>	<p>Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<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
 <p style="text-align: center; font-size: small;">Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced
 <p style="text-align: center; font-size: small;">Relationships</p>	<p>Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes 	Adept

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	
	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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
	<p>Project Management Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • 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, 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>reporting and communication requirements</p> <ul style="list-style-type: none"> 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 	

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific>

Focus Occupation Specific Capabilities

	Capability name	Capability Set	Level
	Capability description		
	<p>Strategy and Architecture Business Strategy and Planning - Business Process Improvement</p> <p>The creation of new and potentially disruptive approaches to performing business activities in order to create business opportunities; deliver new or improved products/services; or to improve supply chains. The identification and implementation of</p>	<ul style="list-style-type: none"> Develops organisational policies, standards, and guidelines for business process improvement which allow the organisation to quickly improve and implement business processes to meet business requirements. Sets direction and leads in the introduction and use of techniques, methodologies and tools, to meet overall business requirements, ensuring consistency across all user groups. Leads and plans business process improvement activities to analyse business processes; identify 	Level 6 - BPRE

improvements to business operations, services and models. The assessment of the costs and potential benefits of the new approaches. The analysis and design of business processes in order to adopt and exploit technologies to improve business performance. The development of enterprise process management capabilities to increase organisational agility and responsiveness to change.

alternative solutions, assess feasibility, and recommend solutions which exploit new technologies and automation.

- Leads the development of organisational capabilities for business process improvement and ensures adoption and adherence to policies and standards.

**Change and Transformation
Business Change Management
- Business Analysis**

The methodical investigation, analysis, review and documentation of all or part of a business in terms of business goals, objectives, functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems. The adoption and adaptation of business analysis approaches based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

- Takes full responsibility for business analysis within a significant segment of an organisation where the advice given, and decisions made will have a measurable impact on the profitability or effectiveness of the organisation.
- Leads the selection of appropriate business analysis methods, tools, techniques; selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.
- Establishes the contribution that technology can make to business objectives, defining strategies, validating and justifying business needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, taking into account the implications of change on the organisation and all stakeholders.
- Guides senior management towards accepting change brought about through process and organisational change.

**Level 6 -
BUAN**

Change and Transformation

- Plans and drives scoping, requirements definition and

**Level 5 -
REQM**

Business Change Management - Requirements Definition and Management

The elicitation, analysis, specification and validation of requirements and constraints to a level that enables effective development and operations of new or changed software, systems, processes, products and services. The management of requirements throughout the whole of the delivery and operational life cycle of the software, system, processes, products or services. The negotiation of trade-offs that are both acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints. The adoption and adaptation of requirements management lifecycle models based on the context of the work and selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.

prioritisation activities for large, complex initiatives.

- Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts.
- Establishes requirements baselines. Ensures changes to requirements are investigated and managed.
- Contributes to the development of organisational methods and standards.

Relationships and Engagement Stakeholder Management - Relationship Management

The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts. Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms.

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes. Captures and disseminates technical and business information.

Level 5 - RLMT

Creatively combines formal and informal communication channels in order to achieve the desired result.



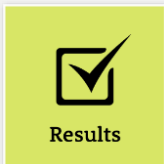


NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.


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 is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate