SENIOR BUSINESS ANALYST – SMS PROGRAM

BRANCH/UNIT	Information and Communications Technology (ICT)		
TEAM	SMS Program		
LOCATION	Ultimo		
CLASSIFICATION/GRADE/BAND	TWL9		
POSITION NO.	TBA		
ANZSCO CODE	224711	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Senior Business Analyst for the Student Management System (SMS) Program is responsible for supporting the Product Manager, the Business Architect and Design and Development team through the production of business process maps, impact assessments, business requirements, options assessments papers and other project documentation as required to support the SMS Program. They will also be involved in the development of the business readiness materials in conjunction with the Product Owners.

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3. KEY ACCOUNTABILITIES

1. In collaboration with the Product Manager and Product Owners, prepare and deliver the business functions and processes required for the Student Management Services (SMS) program.
2. Conduct investigative work to determine business requirements, specify effective business process and determine options for solutions, including recommendations to ensure seamless delivery of project to timelines and budgets.
3. Support requirements traceability for the end-to-end program.
4. Prepare and provide advice and guidance to the technical teams in understanding business processes and requirements to ensure seamless delivery.
5. Support business processes work for assigned area(s) including creation, review and endorsement of processes by business process owners.
6. Apply strong analytical and problem solving skills, ensuring any program challenges are understood and a robust approach/solution is developed.
7. Produce communication packages to engage business stakeholders and drive business decisions ensuring clear communication to the business and participation from key stakeholders.
8. Contribute to the management of the Test, Change and Training teams as required.
9. Responsible for working with the Data Migration team as required.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Working across a geographically dispersed area and managing the expectations of stakeholders and/or customers with conflicting priorities and business requirements.
- Analysing data from a variety of sources to ascertain suitability for the program outcomes.
- Establishing credibility and engaging with business managers and teams across TAFE NSW in the face of competing priorities and amid a context of organisational change and transformation.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
SMS Program Product Manager	- Receive advice, direction and support. - Progress report and escalation of issues.
Subject Matter Experts	- Collaborate on business requirements, processes and design.
Technical Teams	- Guidance and advice on business requirements.

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Testing teams	• Guidance and advice on test case preparation and review.

External

Product Owners	• Collaboration on business readiness documentation.
Training Specialists	• Collaborate on training materials.
Process Specialists	• Collaborate on process impact reviews.
Business Stakeholders	• Clarification on requirements, processes, issues, decisions, etc.

6. POSITION DIMENSIONS

Reporting Line: SMS Program Product Manager

Direct Reports: Nil
Indirect Reports: Nil

Financial delegation: TBA
Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Significant experience in the management of requirement and business outcomes in a large private or public sector organisation.
3. Sound knowledge of the system development life cycle and the positioning of business analysis within it.
4. A minimum of five years' experience in large scale projects.
5. Ability to address and meet focus capabilities as stated in the Position Description.

Desirable

- High level management skills and the ability to motivate multi-disciplinary project teams in a project management structure.
- Experience with CRM and ERP Finance systems (PeopleSoft).
- Experience with BPMN.
- Experience with Agile framework.

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8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the NSW Public Sector Capability Framework. The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational **>** Intermediate **>** Adept **>** Advanced **>** Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
Personal Attributes	**Display Resilience & Courage**	**Adept**
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	**Adept**
	Influence and Negotiate	**Adept**
Results	**Deliver Results**	**Adept**
	Plan And Prioritise	Adept
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	**Advanced**

FOCUS CAPABILITIES

The focus capabilities for the Senior Business Analyst – SMS are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change. • Give frank and honest feedback/advice. • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively. • Raise and work through challenging issues and seek alternatives.

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Keep control of own emotions and stay calm under pressure and in challenging situations.
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so. • Demonstrate professionalism to support a culture of integrity within the team/unit. • Set an example for others to follow and identify and explain ethical issues. • Ensure that others understand the legislation and policy framework within which they operate. • Act to prevent and report misconduct, illegal and inappropriate behaviour.
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding. • Translate technical and complex information concisely for diverse audiences. • Create opportunities for others to contribute to discussion and debate. • Actively listen and encourage others to contribute inputs. • Adjust style and approach to optimise outcomes. • Write fluently and persuasively in a range of styles and formats.
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration. • Build co-operation and overcome barriers to information sharing and communication across teams/units. • Share lessons learned across teams/units. • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work.
Relationships Influence and Negotiate	Adept	• 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 and explain the need for compromise. • Influence others with a fair and considered approach and sound arguments. • Show sensitivity and understanding in resolving conflicts and differences. • Manage challenging relations with internal and external stakeholders. • Pre-empt and minimise conflict.
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes. • Make sure team/unit staff understand expected goals and acknowledge success. • Identify resource needs and ensure goals are achieved within budget and deadlines. • Identify changed priorities and ensure allocation of resources meets new business needs.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Ensure financial implications of changed priorities are explicit and budgeted for. • Use own expertise and seek others' expertise to achieve work outcomes.
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence. • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options. • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness. • Identify and share business process improvements to enhance effectiveness.
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts. • Access key subject-matter experts' knowledge to inform project plans and directions. • Implement effective stakeholder engagement and communications strategy for all stages of projects. • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning. • Develop effective strategies to remedy variances from project plans, and minimise impacts. • Manage transitions between project stages and ensure that changes are consistent with organisational goals.