

Position Description



Position Title	Business Analyst
Department	Quality Service & Performance
Reports to	Program Manager - Quality Service & Performance
Grade	8
Date reviewed	November 2025

Primary Purpose

Provides business analysis support by gathering requirements, analysing processes, and identifying improvement opportunities. Works closely with the program manager and the organisation to ensure clear and accurate documentation of business requirements, process mapping, and data analysis and support on reporting on project progress and outcomes. Supports the Change Management Specialist in understanding business requirements, changes and impacts and providing relevant data to inform change strategies and implementation plans.

The incumbent will contribute to Council's vision: "A Trusted Community Partner" and promote the values which support this: Solutionary, Together, Accountable, Innovative, Caring, using these to guide decisions, actions and conduct.

Key Accountabilities

- Stakeholder Engagement: Maintain and develop effective business relationships with customers and key stakeholders, and cross-functional work collaboration.
- Customer Service: Respond promptly to and understand the needs of both internal and external customers, ensuring high levels of response and satisfaction.
- Quality Focus: Ensure high-quality outcomes by integrating quality assurance principles into business analysis activities, including process mapping, data validation, and service reviews, to support informed decision-making and continuous improvement.
- Process Documentation: Document 'as-is' and 'to-be' business processes, capturing current and desired state workflows, supporting this work with Council's process mapping tools.
- Support the delivery of the service review and process improvement program to ensure delivery of best value to stakeholders.
- Data Analysis and Management: Efficiently analyse and manage large volumes of disconnected electronic data, to identify trends and opportunities, quantify benefits and ensuring accuracy and accessibility across the Council
- Works Program Analysis: Provide in-depth analysis of works program allocation data to identify improvement opportunities, gaps, and schedule movements.

- Ability to create and assist with mind map presentations, facilitating clear visualization of ideas, strategic planning and effective communication.
- Continuous Improvement: Contribute to the development and implementation of continuous improvement initiatives across teams to ensure strong cross-departmental collaboration to enhance innovation and efficiency, including promoting business excellence principles, tools and techniques to ensure a holistic review of and improved response to service delivery
- Oversee the lifecycle of policies and procedures to ensure they remain current, compliant and aligned with legislative requirements.
- Lead the end-to-end service review process to assess the efficiency, effectiveness and sustainability of council services.
- Provide ad-hoc analysis and support as required for all schedule and dispatch teams.
- Promote information sharing and knowledge transfer to drive evidence-based decision-making, enhance capability and optimise capacity
- Contribute to the performance of Council: demonstrate professional conduct, make the best use of knowledge, experience and skills and be accountable for own decisions and actions
- Contribute to a safe workplace: comply with legislative and organisational requirements and be accountable for own decisions and actions

Skills

- Interpersonal Skills: possess strong interpersonal skills, fostering effective communication, collaboration, and positive working relationships across teams and departments.
- Demonstrate strong communication skills, ensuring clear, concise, and effective exchange of information across all levels of the organisation.
- Data analysis skills.
- Adaptable and resilient to change, maintaining a positive and proactive approach in dynamic and evolving environments.
- Demonstrates initiative and sound decision-making when working autonomously while also thriving in a team setting.
- Skilled in balancing competing priorities, managing workloads effectively and ensuring high levels of accountability.
- Adept at setting clear objectives, developing action plans, and implementing strategies that align with organizational priorities.
- Experienced in guiding teams and organisations through periods of transition, ensuring change is effectively planned, communicated and implemented.

The employee is required to undertake any other duties, projects or tasks as directed by the Program Manager, Quality Service Performance, which are within his/her skills, competence and training.

Position Capabilities		
Capability Group	Capability Description	Level
 Personal Attributes	Be accountable for investing in own growth, acting with integrity and displaying resilience.	Adept

 Relationships	<p>Be respectful, inclusive and collaborative in engaging with others to address issues and deliver for the community.</p>	Adept
 Results	<p>Be planned and responsive to organisational priorities and develop pragmatic solutions to deliver quality outcomes.</p>	Intermediate
 Resources	<p>Be efficient, effective and compliant in the management and use of assets, finance and contracts.</p>	Intermediate

Essential Criteria

1. Tertiary qualification in Project Management, Business Administration, Data Analytics or a related discipline, or a minimum 4 years demonstrated experience in a Project Officer / Business Analyst position or related role.
2. Proven experience and highly developed skills in business, system, and data analysis, including functional/non-functional analysis, data modeling, process mapping, designing business cases, functional specifications, and use cases.
3. Advanced analytical and problem-solving skills, with the ability to identify and resolve business challenges effectively.
4. Excellent task and priority management skills, ensuring deadlines are met without compromising quality.
5. Capable of identifying challenges, mitigating risks, and leveraging opportunities to enhance service delivery and organizational effectiveness.
6. Current Class C licence

Desirable Criteria

1. Understanding and experience with the full project management lifecycle, including software and systems development, testing, quality assurance, and deployment activities.
2. Experience working in Local Government

The position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct, including but not limited to, the contract of employment, Code of Conduct, delegations of authority, legislation, regulation, policy, procedure, process, standards and plans.

I have read and understand the above requirements and accountabilities of this position.

Name (please print)

Signature

Date