

Position Description



Position Title	Senior Business Analyst
Job Group	JG 6
Division	Enterprise Transformation Successfully deliver the organisation's strategic priorities cost effectively and in a way that optimises client outcomes, employee experience and a positive community impact. The division oversees the Portfolio, program and project delivery for the TAC, as well as the technology development and operations (including digital) for the TAC.
Branch	Program Delivery
Location	Geelong
Reports To	Senior Manager, Analysis Design & Delivery
No. of Direct Reports	Nil
Working with Children Check Required?	No
Financial Delegation	Nil

Job Purpose

The TAC strategy aims to deliver improvements to client outcomes, client experience and scheme viability. As part of this strategy, a transformational program of work is underway to make the TAC more efficient and easier to deal with for all clients and providers, allowing TAC employees to focus on what really matters – better outcomes for TAC clients.

The Senior Business Analyst role will support the Program Delivery projects and will deliver a broad range of business and technical analysis activities including identifying problem areas and opportunities, planning and schedule mgt. business process analysis, data analysis, feasibility study and analysis, identifying improvement opportunities and solution options and supporting in the development of investment proposals.

Key Role Accountabilities

- Develop a strong understanding of the business environment to understand business problems, pain points and opportunities
- Identify key business and technical requirements through engagement with business stakeholders, technical teams conducting formal analysis and assessment of needs
- Conduct analysis to identify root cause for identified problem and identify improvement opportunities
- Develop and make recommendations for business solutions based on sound research and analysis
- Conduct feasibility study and analysis on proposed opportunity to understand risks, challenges to deliver the identified opportunity or solution
- Manage other BA's on the project by providing direction support and coaching
- Conduct Requirements prioritisation and maintain traceability matrix and communication
- Create and maintain strong working relationships with project stakeholders and delivery partners

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- Conduct business analysis planning and support the creation of project plans and work estimates
- Conduct process analysis and develop process models
- Review proposed solutions against documented requirements and objectives
- Contribute to a positive, collaborative team atmosphere, supporting other Business Analysts and delivery partners
- Actively promote and observe the shared values of the TAC
- Adherence to business analysis practice standards and support an effective Business Analyst Community of Practice

Key Selection Criteria

Relevant Qualifications, Work Experience & Specialised Knowledge

- Extensive business and technical analysis experience within a project environment
- Demonstrated experience using logical assumptions and factual data to reason through conceptual and complex problems
- Demonstrated experience engaging others in order to gain their commitment to ideas, projects or actions and considers the interests of all concerned
- Experience in understanding organisational strategy and to effectively link strategy to business development opportunities
- Experience in various project delivery methods like Agile and waterfall
- Excellent interpersonal, communication and stakeholder management skills
- Proven experience in business analysis functions including planning, requirements development and management, and solution validation
- Knowledge and experience in a broad range of business analysis techniques including but not limited to: benchmarking, workshops (focus groups, brainstorming, requirements, walkthroughs), process modelling, data modelling, data analysis, non-functional requirements analysis, prototyping, risk analysis, root cause analysis, and use cases
- Self-motivated and proactive with emphasis on high-quality, on-time delivery

Capabilities

As well as the technical skills required for the role above, our TAC capabilities are our building blocks for success.

- **Courage** – Taking action or speaking up, despite uncertainty or opposition.
- **Accountability** – Taking accountability and seeing it through.
- **Adaptability** – Adapting to changing needs and conditions.
- **Curiosity** – Openness to new ideas and learning.
- **Systems thinking** – Seeing the whole beyond the parts.
- **Critical thinking** – Analysing issues to form judgements.
- **Empathy** – Connecting with the experience of others.
- **Collaboration** – Working together to achieve shared goals.

Organisational Responsibilities

As per the Victorian Occupational Health and Safety Act 2004, TAC employees must take reasonable care for the health and safety of themselves and others, and not put others at risk by any act or omission. Employees must cooperate with the TAC about any action taken to meet OHS obligations, this includes; following safe work practices

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and reporting incidents and hazards. Employees must not intentionally or recklessly interfere with or misuse anything at the workplace to support health, safety and welfare.

Uphold the TAC's commitment to inclusion and diversity by role modelling inclusive and respectful behaviours, in line with the TAC's values, capabilities and policies.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

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