

POSITION DESCRIPTION



Business Services
Chief Operating Officer Portfolio

Senior Business Analyst

POSITION NUMBER	0054755
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 9 - \$129,154 – \$134,374 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Rohan Mitra Tel +61 3 8344 4536 Email rohan.mitra@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University's budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of seven sub-portfolios covering all areas of our operations:

- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
- Office of the COO
- Research, Innovation and Commercialisation
- Student and Scholarly Services

BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

Within Business Services, the Research Domain develops and strategically manages the information technology needs of our research partners across the University by providing project delivery, uplift, management and support for core and enterprise research systems.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The Senior Business Analyst will work with key stakeholders across the University and within Business Services to provide pre-project discovery and in-project engagement and analysis for initiatives that may be delivered as projects or programs via the Research Domain.

This role will work with key business and technology stakeholders to; elicit, analyse and specify objectives, scope and benefits, define business, functional and non-functional requirements, discover and document processes including working with stakeholders to define future state processes, support solution validation and implementation of identified solutions.

This role will also be Secretariat for a Business Product Group. As a Secretariat, you are responsible for engaging and collaborating with key stakeholders across a specific service to help define the product vision, ideate and explore solution options to help achieve that vision, define business cases, capture detailed

requirements, translate these into user stories for the development and delivery team(s), and prioritise the work to maximize value.

Working between the team and stakeholders, you will set and manage expectations about delivery of requested features. Evaluating work produced by the team and providing timely feedback to ensure the features and functionality have been developed to a high standard and meet stakeholders needs.

You will be an active member within the team, playing a pivotal role in working with and across technology areas and functions to support delivery significant initiatives and improvements. Understanding critical business 'go live' dates required to inform the teams product backlog and assist in synchronising and communicating releases for your product/technology.

Reporting line: [Product Manager, Research Domain](#)

No. of direct reports: 0-5

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University Wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Build and sustain ongoing relationships with business and technology stakeholders across the University, suppliers, project owners, project teams and SMEs in providing business analysis services for the effective delivery of initiatives.
- Work with stakeholders to set and manage expectations for the delivery of ongoing features, functionalities and initiatives.
- Determine and apply appropriate analysis techniques including but not limited to; stakeholder identification and management, eliciting, analysing and specifying business, functional and non-

functional requirements, analysing/documenting processes and process improvements and supporting solution(s) identification/validation and implementation.

- Perform business, functional and non-functional requirements analysis and specification for new and in-flight projects within the Research Domain (and for Academic and Faculty areas as needed and in consultation with the Product Manager, Research).
- Provide efficient and effective delivery of project-based analysis tasks within projects (i.e., delivered to agreed time, cost & quality specifications).
- Promote and ensure adoption of appropriate business analysis approaches (incl. activities & deliverables) for program/project analysis teams; allocating and leading analysis tasks and analysis teams to contribute to overall project delivery within budgets and timeframes (as needed and in consultation with the Product Manager).
- Work with stakeholders to continuously refine, replenish and prioritise the product backlog according to business value and/or agreed prioritisation frameworks.
- Effectively communicate and present features/functionality to stakeholders, using feedback to continuously refine and improve the deliverables.
- Take an active role in resolving issues that may impede delivery of the team's work products and outcomes, including resolution of technical debt to maintain technology platform quality.
- Provide expert advice and analytical inputs to projects and initiatives across the University.
- Work with the Business Product Group(s) to define the product roadmap and growth opportunities for the products/technology/functionality the team delivers, drawing on university strategy, market research and platform data to provide product/technology vision and direction for the product team.
- Work closely with the Product Manager, other Product Owners, Technical Lead(s), Architecture, Project and Portfolio Management (as required) to triage, investigate and implement features/functionality.
- Review and support high-level designs for new product/technology features and functionality.
- Remain abreast of Agile practices and approaches, to educate, inform and support adoption of Agile/Agility with the team and their stakeholders.
- Support the Product Manager & IT BA Practice in driving capability uplift through active contribution to thought leadership and in embedding adoption of 'fit for purpose' business analysis engagement and delivery approaches.

Selection Criteria:

Education/Qualifications

1. The appointee will have a relevant postgraduate qualification with significant relevant experience or an equivalent combination of relevant significant experience and/or education and training.

Knowledge and skills:

2. Demonstrate Business Services values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
3. Significant experience in Senior Business Analysis roles in large and complex organisations, undertaking discovery and business requirements analysis and specification with a proven ability to deliver complex user specifications and/or detailed business, functional and non-functional requirements in agile, hybrid and traditional delivery approaches.
4. Relevant experience in agile delivery and hybrid ways of working is essential.
5. Strong interpersonal skills with the ability to motivate, persuade, negotiate and develop strong working relationships with senior stakeholders across the University and Business Services.
6. Demonstrable Business Analysis leadership experience, including proven ability to support and develop team members in traditional, agile, and hybrid analysis practices, approaches and techniques.
7. Demonstrable experience in leading and mentoring program/project-based analysis teams for efficient and effective delivery of analysis outcomes in traditional, agile and hybrid delivery approaches.
8. Proficiency in planning, conceptual, analytical and problem solving with demonstrated ability to develop innovative solutions.
9. Experience in Product Ownership is desirable.

Other job-related information:

Occasional out of hours work and travel to other University locations within Victoria may be required from time to time, depending on project needs.