Senior Business Analyst

**POSITION DESCRIPTION**

**Business Services**  
**Chief Operating Officer Portfolio**

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### Position Details

<table>
<thead>
<tr>
<th><strong>POSITION NUMBER</strong></th>
<th>0044917</th>
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<tbody>
<tr>
<td><strong>PROFESSIONAL CLASSIFICATION</strong></td>
<td>UOM 9 - $126,004 - $131,097 per annum (pro rata for part-time)</td>
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<tr>
<td><strong>SUPERANNUATION</strong></td>
<td>Employer contribution of 17%</td>
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<tr>
<td><strong>WORKING HOURS</strong></td>
<td>Full Time (1 FTE)</td>
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<td><strong>BASIS OF EMPLOYMENT</strong></td>
<td>Continuing</td>
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<td><strong>HOW TO APPLY</strong></td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, 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.</td>
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**CONTACT FOR ENQUIRIES ONLY**  
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p.andrews@unimelb.edu.au  

*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://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 six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
- 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. Enterprise Technology is responsible for all aspects of enterprise & IT foundational technology including both change (project) and run (operational) aspects. The Enterprise Services domain team, within Enterprise Technology, plans and delivers a diverse range of projects including IT enablement for new buildings on campus and other facilities / smart campus projects; IT infrastructure projects; integration / identity management / security projects; and application / digital projects in the enterprise services domain (finance, HR, procurement, service management, space management and other back-office Enterprise capabilities).

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 and in-project engagement and analysis for projects in the Enterprise Services domain. This role will work with key business and technology stakeholders to provide early initiative lifecycle analysis to; elicit objectives, clarify scope, define high level requirements, confirm problem or opportunity statements, facilitate benefits identification, support formation of solution options. The Senior Business Analyst will develop strong collaborative relationships; as they work between Business
stakeholders, Enterprise Architecture, Change and Communications and Project / Portfolio Managers to enable ongoing planning and prioritisation of portfolio delivery demand. This is a senior role that will contribute to the ongoing uplift in capability of the BA Practice through identification and utilisation of best practice analysis, engagement and delivery approaches, thought leadership and coaching/mentoring for BA Practice peers. In addition, the Senior Business Analyst will form part of the leadership team for the domain, taking on responsibility for people management and leadership for up to 6 Business Analysts (contract and continuing).

Reporting line: Portfolio Manager, Enterprise Services Domain
No. of direct reports: 6
No. of indirect reports: 6 to 10
Direct budget accountability: $1M-$1.5M

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:
- Develop breadth and depth in understanding of Academic and University business verticals (i.e. people, processes, information and technology) to build and sustain ‘trusted advisor’ relationships across University & University Services clients, project owners, stakeholders and SMEs; to improve delivery outcomes.
- Provide pre-project and in-project engagement using established enterprise analysis and business analysis methods and approaches; to identify and capture business problems and opportunities and translate these into clear objectives, scope, high level requirements and benefits/benefits drivers.
- Collaborate with key business stakeholders, enterprise architects, portfolio managers, technology SMEs (and other) to assist in validation of business problems/opportunities against established Technology roadmaps and delivery portfolios; also identifying and facilitating capture of new/unplanned demand.
• Ensure efficient and effective delivery of analysis services to facilitate solution and solution options development; as well as pre-project portfolio planning, prioritisation and input into BA demand forecasting processes.

• Ensure adoption of appropriate business analysis approaches (incl. activities & deliverables) for program/project analysis teams; allocating and leading tasks to contribute to overall project delivery within budgets and timeframes (as needed and in consultation with the BA Practice Lead/Principal Business Analyst).

• Support BA Practice Lead in driving capability uplift through active contribution to thought leadership and in embedding adoption of ‘fit for purpose’ business analysis engagement and delivery approaches.

• Perform business, functional and non-functional requirements analysis and specification for in-flight projects (as needed and in consultation with the BA Practice Lead/Principal Business Analyst).

• Provide expert advice and analytical input to projects and initiatives across the University.

• Business focused and able to manage infrastructure, application and business process projects from requirements to delivery.

• Lead and manage a team of up to 6 Business Analysts, including recruitment; development & coaching; people and performance management.

**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. Experience in Enterprise/Strategic Analysis roles; blending strong interpersonal and analysis skills to perform preliminary analysis for initiatives/projects; to facilitate investment slate(s) and/or portfolio pipeline creation.

4. Significant experience in business requirements analysis and specification in a large and complex organisation with a proven ability to deliver complex user specifications and/or detailed business requirements.

5. Strong interpersonal skills with the ability to motivate, persuade, negotiate and develop strong working relationships with senior stakeholders across the University.

6. People management and leadership capability, including proven ability to support and develop team members.
7. Ability to lead and mentor program/project based analysis teams for efficient and effective delivery of analysis outcomes.

8. Proficiency in planning, conceptual, analytical and problem solving with demonstrated ability to develop innovative solutions.

**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.