



Requirements Business Analyst

Position Detail			
Reports To	Program Manager Lead	Group	Portfolio and Program Delivery
Classification	Requirements Business Analyst	Location	Melbourne/Brisbane/Canberra /Sydney
Reports – Direct Total			

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As a **Business Analyst (BA)** you will provide comprehensive and meaningful information, analysis and reporting that assists Airservices Australia in achieving its strategic, financial, operational and commercial objectives. The BA understands business problems and opportunities in the context of the requirements and recommends solutions that enable the organisation to achieve its goals.

Accountabilities and Responsibilities

Position Specific

This role will analyse, prioritise, track, and assist in the delivery of strategic projects. While undertaking these functions you will have an emphasis on quality of information, analysis and communicating business needs and requirements.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Ability to foster close working relationships within the business to facilitate delivery of projects.
- Experience in working within a large Program environment and ability to manage multiple stakeholders and negotiating common goals
- Ability to deliver clear, effective written & verbal communication with people at all levels within the organisation

- Experience in facilitation, running workshops and scoping projects and initiatives
- Ability to deliver clear, effective written & verbal communication with people at all levels within the organisation.

Compliance, Systems and Reporting

- Analysis of the Business landscape including current and target processes, stakeholders and impact analysis
- Support business transition and establish the business change, working closely with the Program Change Manager.
- Definition and traceability for business requirements to finalise Statement of Works using Airservices standards, compliance and tools.
- Provide analysis and judgement on complex issues and make significant contributions to the preparation, evaluation and finalisation of program artefacts.
- Provide high quality and timely business advice internally and externally, including guidance and reporting to the Program Leads and Project Managers.
- Conduct process mapping, including as-is and to-be analysis and development.
- Provide analysis and insight of the transformation complexities, identify gaps, risks and issues
- Undertake solution design, estimation and specification activities
- Perform additional duties or assume responsibility of functions as directed by the Program Manager and Project Managers.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Traceability and Validation of Safety requirements and how they are met.

Key Relationships

- Program Manager – Provide timely and detailed updates on progress of project or program conflicting priorities, issues and risks.
- Project Manager - Provide timely and detailed updates on progress of project priorities, issues and risks.
- Portfolio Governance & Analysis and Program Delivery Management - Contribute towards program management improvement initiatives and engagement of Project resources
- Schedulers – Contribute to the development and refinement of the project schedule
- Internal stakeholders and resources – Information sharing with stakeholders and coordination of project assigned resources during the various phases of the project.
- External vendors and stakeholders – Procurement and contract management activities for the purpose of acquiring goods and services for the delivery of projects

Skills, Competencies and Qualifications

Required

- Minimum 5 years' experience working in business and/or technical analysis in a Portfolio or Program Management Office or large transformation program.
- Experienced in documenting requirements from user to functional/nonfunctional level.

- Experienced in preparing statement of work for commercial purposes (procurement and contract)
- Strong written and verbal communication skills, with a proven ability to communicate with both ICT and business senior executives, internal and external stakeholders and to escalate issues appropriately.
- Interpersonal, consultative, organisational and facilitation skills
- Analytical thinking and problem solving
- Proficient working with Microsoft Office Suite
- High attention to detail and capable of delivering a high level of accuracy

Desirable

- Experience with frameworks such as Six Sigma, Lean Management, PMBOK, PRINCE2, P3M3, Prosci, ITIL and BABOK
- The capacity and ability to negotiate or communicate on behalf of the program with project teams, Airservices Executive or other key stakeholders.
- Asset management and/or operations business background would be highly regarded

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.

Our people will demonstrate ownership of their role and function by accepting accountability for outcomes. Our people will be future focused, embracing change and seeking to proactively identify and solve problems and challenges.