

Position Description

Business Analyst Team Leader

Position No:	New
Business Unit:	Information Services
Department:	Engagement and Delivery Team
Classification Level:	HEO9
Employment Type:	Fixed term 24 months
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Business Analyst Team Leader will be responsible for managing a team of Business Analysts, ensuring the successful and effective delivery of business analysis services across the portfolio of work governed by the Engagement and Delivery team.

Duties at this level will include:

- Identify trends, strengths, weaknesses, opportunities and risks in professional area of responsibility that may have an impact on the University to enable appropriate and timely action to be administered, reporting where appropriate.
 - Develop, motivate and mentor administrative, technical and/or professional staff within work area to improve their capability to better meet current and future requirements.
 - Substantial management responsibility, usually for a diverse set of functions, including responsibility for allocate resources, setting and reviewing longer term performance criteria and objectives.
 - Review performance & services in the area of responsibility and compares it to best practice elsewhere, identifying areas of improvement in structure, practices, policies and technology which may result in change that may also impact on other areas of the University's operations.
 - Shape strategic direction of own area of responsibility, planning and organising activities of others over many months, considering the implications now and in the longer term, to support College/School/Division/Department/Sub unit objectives.
 - Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.
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- Manage a team of business analysis professionals within the Engagement and Delivery team
 - Manage a portfolio of business analysis activities that span one or multiple lines of business
 - Understanding and monitoring the dependencies and synergies between business requirements gathered for each project within the portfolio
 - Take ownership of the continuous improvement of the Business Analysis framework and the Community of Practice
 - Respond flexibly to changing circumstances, deploying resources astutely and identifying optimum resourcing combinations
 - Manage the allocation of work to ensure all Engagement and Delivery Team governed projects are provided with adequate business analysis services to ensure success
 - Manage the successful recruitment and on-boarding of new business analyst staff; participate in development and performance planning of business analyst staff
 - Provide quality assurance for business analyst services
 - Create a flexible environment that supports and enables the team to meet changing demands
 - Delivering constructive feedback and managing under-performance
 - Offer support to the team in times of high pressure
 - Taking accountability for Career Success and development planning of self and team

Essential Criteria

Skills and knowledge required for the position

- A degree, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
 - Demonstrated ability to establish and maintain sound working relationships internally and externally and to communicate effectively on a range of sensitive and complex issues.
 - Demonstrated ability to operate effectively in a complex and political environment and balance a range of priorities and expectations.
 - Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships.
 - Demonstrated experience working with and influencing senior management.
 - Proven experience and success in managing staff performance and development.
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- Extensive experience in and advanced knowledge of gathering and interpreting business requirements, to design complete and effective solutions based on complex business needs, including provision of advice on technical feasibility and cost effectiveness at various project stages
 - Demonstrated ability to work independently as part of an overall leadership team delivering a complex program of work
 - Advanced knowledge of and experience in the disciplines, principles and methodologies associated with end-to-end project delivery
 - Knowledge of and experience in BABOK, PRINCE 2 and Agile project management methodologies, and of ITIL v3 framework with an understanding of service design
 - Exceptional communication skills, including the ability to liaise effectively with a diverse range of stakeholders at senior management level, and with the ability to relate well on both technical and non-technical levels.

Capabilities required to be successful in the position

- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative, critical and systems thinking – generating ideas and recommending solutions to local and organisational problems.
- Ability to inspire and motivate others towards shared objectives, actively facilitate communication and two-way feedback across the University and create a safe, inclusive, high-performing team culture – consistently modelling and enabling accountability, connection, innovation and care.
- Demonstrated creative, critical and systems thinking, ability to promote a culture of innovation within local area, enabling staff members to evaluate current work practices and identify solutions to local and organisational problems.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's Cultural Qualities:



We are accountable

We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.



We are connected

We connect to the world outside – the students and communities we serve, both locally and globally



We are innovative

We tackle the big issues of our time to transform the lives of our students and society.



We care

We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities

For Human Resource Use Only

Initials:

Date: