POSITION DESCRIPTION

Position Title: Business Analyst
Organisation Unit: Student Affairs
Position Number:
Type of Employment: Fixed Term
Classification: Hew Level 7

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Deputy Vice-Chancellor (Academic) (DVCA) is a member of UQ's senior executive, and is responsible for the University's commitment to providing high-quality teaching and learning, operational, corporate, and pastoral support within the student experience.

The Student Affairs Division falls within the DVCA portfolio, and is a key driver in enhancing the UQ student experience, student retention, success, and employability. It has two operational arms: the Student Services Directorate, and the Student Employability Centre. The Division also manages the University's day-to-day relationship with UQU, and student accommodation providers, and works with UQ Health Care to ensure medical service provision for students.

The Student Employability Centre co-ordinates and promotes a range of services, activities, and initiatives that enhance student employability at UQ. These include:

- Awareness | helping students understand how transformative learning through experience enhances employability, and how to translate this into the workplace.
- Experiences | engaging students in a range of domestic and global opportunities, including academic exchange, leadership, representation, and undergraduate research programs, to broaden their experience and develop their confidence and capabilities.
- Learning | providing support for students and staff to embed employability in the curriculum (such as work-integrated learning); and supporting students to scaffold, track, and evidence their employability development via extracurricular experiential learning through the ‘Employability Award’.
- Transfer | advising students on career development learning, preparing them for the future world of work, and providing access to practical work experience opportunities, including paid work, while undertaking study.

The Student Services Directorate provides a range of services and support functions that enhance the student experience and assist student success, including:

- Advice | providing general and specialist support for accommodation, disability and inclusion, general welfare, faith, and international student advice.
- Learning Development | enhancing academic and learning skills through online, group and one to one initiatives.
- Counselling | providing professional counselling for developing and fulfilling personal, academic and professional potential.
- Student Experience | helping students make connections and build a sense of belonging at UQ.

Services and activities are delivered across the St. Lucia, Gatton and Herston campuses.
Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - [http://www.uq.edu.au/current-staff/working-at-uq](http://www.uq.edu.au/current-staff/working-at-uq)

DUTY STATEMENT

Primary Purpose of Position

This position is responsible for consulting with stakeholders, mapping processes, and identifying opportunities for process improvement. Once improvement opportunities are identified, this position will be responsible for developing detailed requirements, designs and specifications, and will contribute to the management, development, and implementation of business systems and supporting business changes to effect improvements.

Duties

Duties and responsibilities include, but are not limited to:

- Collaborating with key stakeholders to undertake analysis of business processes, investigate operational requirements, problems and opportunities, and identify alternate solutions through improvements in automated and non-automated components of new or changed processes
- Assessing feasibility and recommending new approaches to meet customer requirements, translating business requirements into system specifications in accordance with agreed standards
- Building and executing functional test plans prior to release to end-users
- Developing operational and user guides and assist with the delivery of end-user training, including producing procedural and training material to support business process change and technology implementations
- Undertaking continuous improvement activities within the Division to ensure the delivery of effective and efficient services, and provide support to stakeholders through appropriate change management activities
- Any other duties as reasonably directed by their supervisor

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the [University’s Code of Conduct](http://www.uq.edu.au/current-staff/working-at-uq)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](http://www.uq.edu.au/current-staff/working-at-uq) developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](http://www.uq.edu.au/current-staff/working-at-uq)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](http://www.uq.edu.au/current-staff/working-at-uq) developed by the University
Organisational Relationships

The position reports to the Service Improvement Manager, Performance and Operations.

SELECTION CRITERIA

**Essential**

- A degree with at least four years subsequent experience; or extensive experience; or an equivalent combination of relevant experience and/or training.
- Demonstrated analytical skills for collecting, interpreting and evaluating information with the ability to successfully interpret business processes; and design complete and effective business process improvements.
- Excellent oral and written communication and interpersonal skills and a demonstrated ability to develop, build and maintain strong working relationships with staff at all levels across a complex organisation.
- Experience and knowledge of testing procedures as they relate to a large system including unit testing and comprehensive product testing.
- Demonstrated understand of and experience in delivering and implementing change in a large diverse organisation with multiple stakeholders.
- Demonstrated successful time management skills including the ability to effectively plan ahead, work under pressure, and prioritise tasks whilst having high attention to detail and manage multiple initiatives.

**Desirable**

- Awareness of issues related to the student experience, retention, and employability within higher education nationally and internationally.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.