POSITION DESCRIPTION

Position Title: Business Analyst
Organisation Unit: Strategic Program Office
Position Number: NEW
Type of Employment: Fixed term, full-time
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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

Organisational Environment

The University operates in a rapidly changing environment within a global marketplace, where institutions strive for higher levels of excellence and reputation. Australian universities face increased financial pressures, regulatory changes arising from the 2014-2015 Federal Government budget announcement, reputational pressures and changing client expectations (student, industry and government).

Within this context, UQ seeks to review its services, to ensure that UQ remains competitive and sustains success in the longer term. A focus on continuous improvement as part of every person’s contribution to the future of UQ is vital to ensuring a service oriented culture.

The University’s Strategic Program Office will enhance UQ’s ability to deliver its core functions of learning, discovery and engagement. This University-wide program will adopt a One UQ approach with shared commitment and responsibility to enhance the student and staff experience by transforming internal business operations.

The program seeks to:

- Enhance the student experience and increase student satisfaction levels
- Improve the workplace experience for staff members
- Ensure a better use of UQ’s resources through improved operational efficiency and effectiveness with freed resources reinvested in learning, discovery and engagement.

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

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to deliver business improvement to HR systems and HR process, in consultation with system users and key internal and external stakeholders. The role is also responsible for the implementation of new initiatives and/or system modules.

Duties

Duties and responsibilities include, but are not limited to:

- Understand the business through the analysis of requirements and design solutions that will enable them to leverage existing and new technologies providing long term benefits.
- In collaboration with key stakeholders, undertake analysis of business processes, investigating operational requirements, problems and opportunities, and identifying
alternate solutions through improvements in automated and non-automated components of new or changed processes.

- Assess feasibility and recommend new approaches to meet customer requirements, translating business requirements into system specifications in accordance with agreed standards.
- Participate in project management of significant HR and ITS projects, including negotiation and liaison with stakeholders at senior levels to ensure that organisational policy and strategies are adhered to and that appropriate change management processes are undertaken.
- Ensure the timely resolution of customer issues.
- Contribute to business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
- Provide input to business cases developed by organisational units and to project documentation.
- Participate in continuous improvement activities within the team to ensure services are delivered more efficiently and provide support to stakeholders through appropriate Change Management activities.
- Participate in the execution of testing or related activities to assist with adoption of system changes and/or business process changes.
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position directly reports to the Project Manager, Strategic Program Office.

SELECTION CRITERIA

Qualifications

Essential

- Qualifications equivalent to a undergraduate degree in an appropriate field in addition to at least four (4) years subsequent relevant experience; or an equivalent combination of education, experience and training.
• Experience in business analysis and requirements gathering across HR / IT platforms, with the demonstrated ability to collaborate with stakeholders and peers to gather requirements, conduct analysis, produce solution designs and prioritise delivery.
• Analytical and problem solving skills including the ability to conceptualise, establish and implement initiatives and solutions within a specified framework.
• Demonstrated ability to undertake business process modelling, and data and systems documentation in accordance with industry standards.
• Strong interpersonal skills, including the demonstrated ability to communicate and negotiate effectively with a diverse range of stakeholders to achieve outcomes.
• Demonstrated experience in business process review and associated consultation with users and other stakeholders.
• Demonstrated experience in writing high quality Business Requirements Specification and working collaboratively with stakeholders and development teams to implement.
• Experience in testing and documenting new features, modules or applications.

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.

Accessibility requirements and/or adjustments can be directed to Vanetta Warren, HR Advisor on (07) 3346 0403.