



## Position Description

<b>College/Division:</b>	Portfolio of the Chief Operating Officer
<b>Faculty/School/Centre:</b>	Planning and Service Performance Division
<b>Department/Unit:</b>	Service Solutions
<b>Position Title:</b>	Business Analyst
<b>Classification:</b>	ANU6/7
<b>Position No:</b>	34050, 35440
<b>Responsible to:</b>	Lead, Service Design
<b>Number of positions that report to this role:</b>	0
<b>Delegation(s) Assigned:</b>	Nil

### PURPOSE STATEMENT:

The Planning and Service Performance Division integrates five key streams of interrelated work: Service Solutions; Business Intelligence and Analytics; Planning and Reviews; Performance and Institutional Research; and, Solution Delivery.

The Division takes a leading role in providing data for evidence-based decision making throughout the University and delivering client-focussed services in a culture of continuous improvement in keeping with the ANU Service Performance Framework.

The Business Analyst delivers high-quality analysis and reporting to support the work of the Division and outcomes that contribute to the implementation of sustainable, integrated and customer-focused solutions to service areas throughout the University.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

The Business Analyst is part of the Service Solutions team and will report to the Lead, Service Design. They will provide business analysis services to support the work of the Division including analysis, design, documentation and training in relation to approved University applications, undertaking feasibility studies, defining and managing solution scope, developing business cases, testing solutions and driving and fostering a culture of continuous improvement.

The Business Analyst will identify and understanding requirements, develop optimised solutions and effectively communicate and present these solutions to clients and stakeholders.

The Business Analyst will work with members across the PSP team including project officers, developers, programmers, interns and cadets, and service experiences officers to deliver day-to-day tasks associated with project management administration. They will also establish and maintain effective, customer focused working relationships with a range of internal and external stakeholder to deliver and support the work of the Division.

#### Role Statement:

Under broad direction, the Business Analyst will:

1. Engage and work closely and collaboratively with the other Business Analysts and Solution Developers across PSP, taking direction on work packages and activities to be undertaken that are focussed on improving service design processes and user experience.
2. Undertake business analysis activities as required to ensure deliverables are produced and delivered on time, developed according to defined standards whilst ensuring that chosen approaches, methodologies and recommendations are appropriate and cost effective.
3. Contribute to the development and implementation of major change programs by taking a holistic view of a problem, utilising best practice business analysis techniques, understanding customer and stakeholder needs and focussing on a customer centric design approach.
4. Design and develop innovative solutions to business problems through the use of human centred design process improvement and applying continuous improvement principles and practices

5. Work with other teams, peers and key business stakeholders to gather, analyse and document functional requirements.
6. Facilitate and ensure project delivery and solution development, and coordinate and execute user experience and user acceptance testing.
7. Identify, maintain and improve development of technical, operational and support materials such as process maps, customer journey maps, functional and technical specifications.
8. Comply with all ANU policies and procedures, in particular those relating to the Code of Conduct, work health and safety and equal opportunity.
9. Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Degree in a relevant field with demonstrated experience in a complex environment or an equivalent combination of relevant experience and/or education/training. Experience in the higher education sector would be highly regarded.
2. Demonstrated analytical and problem-solving skills, with a high attention to detail and with a proven ability to use initiative, investigate issues, collect and analyse data, and apply and interpret policies and procedures and make recommendations on solutions..
3. Demonstrated ability to elicit, interpret and thoroughly understand customer and business needs and translate them into functional and technical requirements. Experience in workshop facilitation and human-centred service design would be highly regarded.
4. Demonstrated high level interpersonal and communication skills, both written and oral, including demonstrated ability to consult, negotiate and build and maintain effective relationships with a diverse range of stakeholders and to communicate complex concepts clearly and concisely.
5. Proven organisational administration and planning skills, attention to detail and demonstrated ability to prioritise own workload, meeting demanding deadlines and delivering high quality outcomes.
6. Demonstrated ability in developing customer journey maps, process maps, analyses and test plans and capability in the use of Excel, Visio, Smart IQ and/or RPA or similar software would be highly regarded.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

*ANU Officer Levels 6 and 7 are broad banded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position*

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.*

**Supervisor/Delegate Name:**

Dominique Haywood

**Date:**

October 2021

### References:

[Professional Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



Australian  
National  
University

# Pre-Employment Work Environment Report

## Position Details

College/Div/Centre	Planning and Service Performance	Dept/School/Section	Service Solutions
Position Title	Business Analyst	Classification	ANU Officer 6/7
Position No.	34050	Reference No.	

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance <https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook>
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at [http://info.anu.edu.au/Policies/\\_DHR/Procedures/Employment\\_Medical\\_Procedures.asp](http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp)

## Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
Organizing events	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
<b>NON-IONIZING RADIATION</b>			<b>IONIZING RADIATION</b>		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
<b>CHEMICALS</b>			<b>BIOLOGICAL MATERIALS</b>		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER POTENTIAL HAZARDS (please specify):</b>					
<b>Supervisor/Delegate Name:</b>		Dominique Haywood		<b>Date:</b>	October 2021