Position Summary

The Campus Solutions (CSol) Business Analyst will ensure the effective and efficient implementation and use of business systems and data management tools to provide business optimisation advice and promote process improvement.

The Business Analyst supports the Head of Campus Solutions and Campus Solutions team in developing and embedding new processes and systems within Estate Management (EM).

The position is responsible for developing protocols, procedures and training material as well as actively engaging with EM staff and stakeholders to ensure smooth transition between Campus Solutions team and the system or process owner.

The Business Analyst will also contribute high level support to the Head of Campus Solutions in the planning and delivery of projects supporting continuous improvement in Estate Management services and operations.

The role of Business Analyst reports to the Head of Campus Solutions and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide leadership, guidance, specialist advice and business analysis quality assurance to EM system/process owners and the wider Campus Solutions team.
- Consult and work collaboratively with key stakeholders within EM, UNSW IT and system vendors to provide specialist expertise and substantial influence on the analysis, design, and implementation of CSol business systems and projects for the EM business units.
• Proactively engage with EM staff and stakeholders to ensure a smooth transition, embedding and delivery of systems and processes between the Campus Solutions team and the system or process owner(s).
• Recommend appropriate business analysis approaches, toolsets and deliverables to be adapted by the system/process owner.
• Proactively identify, review and develop protocols, procedures and training material for new processes and systems, along with delivering training and facilitating process mapping workshops.
• Produce and deliver project documentation (including but not limited to, business cases, project plans, status updates, closure documentation) and tailor this for audiences with an array of technical understanding.
• Project manage and oversee continuous improvement activities through planning, development, testing documentation and installation to ensure that projects are delivered successfully on time.
• Be responsible for the development and continual review of process maps under the direction of the Head of Campus Solutions.
• Liaise and manage external vendor relationships that provide support with queries and enhancement quotes, development delivery, testing and change management into production.
• Provide strategic and specialist advice and recommendations on systems projects to the Head of Campus Solutions and ensure all stakeholders are kept informed of project status and updates.
• Liaise with internal and external stakeholders to collect data and review business requirements to prepare reports for system/process performance review and decision-making purposes.
• Represent Campus Solutions in project groups and other forums as relevant system owner, system process analyst or system data engineer to advise group on possible changes, solutions or impacts to the system in question.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Relevant tertiary qualifications and/or equivalent level of knowledge gained through a combination of education, training and/or experience in a similar role.
• Demonstrated experience with Business Process Mapping Notation (BPMN) and process mapping within a corporate environment including process workshop facilitation.
• Highly developed project management skills with demonstrated experience coordinating the design and delivery of project engagement and implementation requirements.
• Highly developed organisational skills and ability to establish priorities, manage tasks and meet competing deadlines whilst maintaining attention to accuracy and detail.
• Well-developed leadership and resource management skills with the ability to influence and negotiate support for specific outcomes.
• Excellent interpersonal, written and verbal communication skills, with proven ability to establish and maintain effective working relationships.

• Demonstrated advanced skills in preparing project documentation and reporting and in the use of Microsoft Office, including but not limited to Word, Excel, Outlook.

• Demonstrated skills in strategic thinking and resource planning, goal setting and project execution.

• Proven ability to work effectively autonomously and as part of a collaborative and multi-faceted team.

• Demonstrated ability to initiate, develop and review protocols and guides at a high standard.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.