Position Summary
The Business Analyst plays a key role within the Faculty of Business and will be responsible for supporting the delivery of change activities including assessment, analysis, development, documentation and implementation of change.

The role entails supporting processes that identify problem areas, influence adoption and readiness of change and develop best practice.

The role of Business Analyst reports to the Change Manager and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Support change analysis and change impact assessments to develop and deliver effective change plans and reporting, conducting end-to-end process reviews and benefit identification for a range of stakeholders.

- Continually review business operations, processes, policies, and training requirements to reduce overservicing, duplication and waste toward improving the quality of services and increasing standardisation.

- Work with stakeholders and subject matter experts to identify and analyse core business processes, policies, interactions, dependencies, and workflows to support the development of best practice.

- Engage and communicate effectively with stakeholders, demonstrating negotiation skills that promote acceptance of new business processes.

- Implement tools or processes to help target problem areas, including gathering of data to support root cause analysis and workload prioritisation.
• Coordinate with IT to drive technological solutions, providing clear business requirements and ensuring users are engaged during the development process to deliver suitable solutions.

• Develop high quality end products that support change discussions and implementation such as process maps, RASCI, service catalogues, business cases, reports on business requirements, signed off documentation by business owners.

• Support the development of project plans and schedules, monitoring and reporting on the status of deliverables to ensure time, cost and quality metrics are in line with project objectives.

• Conduct project administration including the coordination of workshops and meetings, minute taking, manage assigned actions and follow-ups and project status reporting.

• Facilitate workshops and interviews with SME’s and Stakeholders.

• 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 & safety of yourself or others.

Skills and Experience
• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

• Demonstrated experience in supporting change initiatives such as delivering detailed change and business impact assessments, assessing a range of change intervention options, and monitoring the progress of change programs.

• High level conceptual and analytical skills with the capacity to develop solutions for a range of complex issues and demonstrated knowledge of the tools, techniques and methodologies required for change management.

• Strong stakeholder management and relationship skills, including the ability to work in partnership with stakeholders and influence senior executives.

• Excellent written and verbal communication skills, with a high level of attention to detail for deliverables produced.

• Experience working with a range of computer systems and applications, including MS VISIO and Project and Planner.

• Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.

• Project experience, with an understanding of the project life cycle and development of project plans, objectives and documentation.

• Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.

• 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.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.