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POSITION DESCRIPTION

Senior Business Analyst (Campus Solutions)

Faculty/Division	Division of Operations
Classification Level	Professional 9
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	ADMIN ONLY
Shiftwork status	NOT SHIFTWORKER
Allowances	NOT APPLICABLE
On call arrangements	NOT APPLICABLE
Original document creation	30 October 2024

Position Summary

The Senior 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. This role is pivotal in supporting the Head of Campus Solutions in the delivery of operations and projects, ensuring seamless execution and continuous improvement within Estate Management (EM).

The Senior Business Analyst will develop protocols, procedures, and training materials, actively engaging with EM staff and stakeholders to ensure smooth transitions between the Campus Solutions team and the system or process owners. This role will also provide high-level support to the Head of Campus Solutions in the planning and delivery of projects that support continuous improvement in Estate Management services and operations.

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

Accountabilities

Specific accountabilities for this role include:

- Partner with customers to analyse their needs, identify and evaluate business requirements, and assist with the design of solutions which effectively deliver desired outcomes.
- Perform a lead role in driving process improvements, investigating, analysing, and documenting business processes and the underlying business model for a system or process area.
- Participate in the preparation of business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
- Perform a key role in projects, working collaboratively with the project managers, vendors, and business users, including managing project scope, impact assessments, risk analysis, testing and co-ordinating with various stakeholders to ensure successful outcomes.
- Perform a lead role in researching 3'd party software solutions, performing in-depth analysis to assess their suitability to meet UNSW business requirements and if required, assist in the development of Procurement Strategy, RFX and evaluation criteria.
- Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process. Participate in building and executing product functional test plans,
- planning of user acceptance testing, and sign-off on Campus Solutions systems prior to release to end-users.
- Build, manage and maintain successful relationships with various stakeholders including business process owners, customers, technical analyst, developers, and Campus Solution teams.
- Perform a lead role in recommending an appropriate business analysis approach, toolsets, and deliverables to be employed by business analysts on a project.
- Provide significant contribution to the ongoing development and maintenance of work standards and practices to support the efficient operation of the business analysis team.
- Coach and mentor more junior staff within immediate and wider teams.
- Develop and maintain knowledge of university business systems and their interrelationships with other core university systems.
- Provide functional level 2 support to system and process owners on business processes, implemented functionality, and business system capabilities.
- Provide leadership, guidance, and specialist advice to EM system/process owners and the Campus Solutions team to ensure alignment of people/process and technology to enable business delivery.
- Manage external vendor relationships for performance, support and enhancements.
- Present and discuss project outcomes and process improvements with senior-level stakeholders.
- Provide strategic advice on systems projects and keep stakeholders informed of project status.
- Represent Campus Solutions in project groups and forums.
- Align with and actively demonstrate the [Code of Conduct and Values](#)
- 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 psychosocial or physical health and safety of yourself or others.

- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- Tertiary qualifications in a relevant discipline, or equivalent competence gained through any combination of education, training, and experience within IT.
- At least 5 years professional experience or demonstrated deep understanding of technology applications in the Facilities Management, Asset Management, and Construction industries, including experience with Integrated Work Management Systems, Geographic Information Systems, and specialist disciplines such as the Internet of Things, Artificial Intelligence, and Digital Twins.
- Extensive knowledge of and experience in a range of application development methodologies including 'agile', 'waterfall', 'lean' and 'rapid' application development methodologies.
- High-level knowledge and competency in the use of professional business analysis techniques and methods
- Well-developed skills in the use of standard office toolsets including the MS Office suite, drawing/diagramming tools and project management tools
- Advanced consultation, influencing and negotiation skills and proven ability to engage effectively with diverse range of stakeholders at different levels within an organisation to achieve successful outcomes.
- Demonstrated strong analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.
- Proven excellent interpersonal and communication skills (both written and verbal) with the ability to establish effective working relationships with fellow IT colleagues, the business and other stakeholders.
- 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.
- 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.

Pre-employment checks required for this position

- Verification of qualifications

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.