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## POSITION DESCRIPTION

# Senior Business Analyst, Performance

Faculty/Division

Classification Level

Hours & Span (Category)

Position Number

Shiftwork status

Allowances

On call arrangements

Original document creation

Office of the VC

Professional 8

G - Administrative, Clerical, Computing, Professional  
& Research Staff

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NOT SHIFTWORKER

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15 September 2024

### Position Summary

UNSW Planning and Performance (UPP) builds capability in key areas of business intelligence, student load forecasting and planning and performance based on reliable and robust data. UPP is a key strategic resource for senior University management, providing management information, analysis, and insights to support decision-making. UPP provides reports on behalf of the University to the Commonwealth Government and other statutory bodies.

The Senior Business Analyst, Performance assists in the planning, coordination, and delivery of activities to support key performance activities, particularly the development and maintenance of key performance indicators and other quantitative and qualitative measures of progress. The Senior Business Analyst, Performance, Performance also supports the delivery of complex projects, systems enhancements and business process improvements in relation to organisational performance. The Senior Business Analyst, Performance also contributes to strategic projects as needed, providing insights to enhance the University's strategic positioning. They also collaborate with relevant stakeholders to create a consolidated view of the University's performance.

The Senior Business Analyst, Performance reports to the Head, Planning and Performance and has 1-2 direct reports.

## Accountabilities

Specific accountabilities for this role include:

- Identify, in consultation with Faculties and Divisions, key performance indicators (KPI) and other quantitative and qualitative measures of progress that align with the University's strategic and operational objectives, using best practices, external benchmarking, expert advice, and literature review.
- Work collaboratively with a range of stakeholders to design and maintain delivery of an automated, operationalised solution for performance KPIs and other metrics, dashboards and scorecards and systematic processes to report and review progress against set targets.
- Establish and maintain excellent communication pathways and working relationships with UNSW stakeholders across the Faculties and Divisions.
- Provide analysis to support strategic and operational performance objectives through the delivery of critical analyses across different domains, scenario modelling and statistical analysis.
- Prepare evidence-based strategic insights, background papers, competitive positioning and opportunities papers and presentations for senior executives including the identification of opportunities in performance and growth.
- Work with the relevant stakeholders to assist with benchmarking analysis and preparing performance reports and provide insights and analysis into opportunities to improve functional and organisational performance.
- Apply high level skills in the design and implementation of data models and ensure UPP process documentation is current and meets business requirements to support the success of UPP projects and initiatives.
- Support activities of the Integrated Planning Process and all relevant planning activities where key performance indicators are involved.
- Lead and mentor team members to continuously develop capability, optimise staff engagement, motivation and productivity, and build a customer centric culture.
- Provide high level support and advice to the Head Planning and Performance and to the UPP Senior Leadership Team.
- Develop training and development programs based on the needs of stakeholders and colleagues.
- 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.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#)

## Skills and Experience

- Relevant tertiary qualifications (analytics, mathematics/statistics, business or engineering) or an equivalent level of knowledge gained through any other combination of education, training, and experience.
- Proven high level knowledge, understanding, and experience coordinating and delivering on strategic activities in a complex environment, ideally within the higher education sector.

- Demonstrated high level critical thinking and analytical skills.
- Evidenced ability to establish highly effective and collaborative working relationships and initiate change in an organisation using high level interpersonal, influencing, and written and verbal communication skills.
- Ability to explain and communicate complex analysis to critical stakeholders in an effective and simplified way, or in a manner appropriate to the audience
- Proven ability to manipulate and analyse data using various tools (e.g. Databricks, MS Excel, MS Power Pivot, SQL Server Management Studio (SSMS)), coding capabilities (e.g. SQL, Python) and present the results in dynamic & well considered formats using data visualisation tools (e.g. Power BI).
- Advanced project management skills with the ability to manage multiple concurrent complex projects (end to end), to provide high-level advice and review and re-engineer complex systems and processes.
- Demonstrated ability to operate with a high level of independence, judgment, discretion, and diplomacy, particularly in handling with sensitive and confidential matters.
- Demonstrated high level administrative and organisation skills including proven ability to prioritise high volume workflow to meet critical and competing deadlines.
- Client focused work ethic with excellent customer service and negotiation skills.
- Ability and capacity to direct and monitor the implementation and effectiveness of the University's safety management system.
- 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.