

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES



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Title	Business Analyst
Position Number	005322, 005323, 005324
Business Unit	Technology and Innovation
Branch / Section	Project Management Office
Location	Hobart
Immediate Supervisor	Manager, Project Management Office
Award	Tasmanian State Service Award
Employment Conditions	Fixed Term, Full Time
Classification	Band 6

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### Focus:

The Business Analyst provides high level advice and expertise in business analysis and business process reengineering to inform and develop business case proposals and options.

### Primary Duties:

- Conduct process mapping, research, feasibility, and options analysis to develop recommendations.
  - Analyse business objectives and issues to bridge the gap between stakeholder requirements and the technical and business solutions.
  - Elicit business requirements using various methods including interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task, and workflow analysis.
  - Analyse existing processes and systems for issues and opportunities for improvements, and design and document the current and future state (for example, modelling new processes or specifying new functions), in accordance with business strategy, risk and compliance requirements.
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- Prepare high level documentation, including business requirements, functional specifications, flow charts, and business cases suitable for a diverse audience.
- Support projects in relation to business process re-engineering, systems enhancement, and change management.
- Liaise with external suppliers, other Agencies and other areas of this Agency involved in the implementation of changes impacted by specific projects

### **Scope of Work:**

The position operates with a significant degree of independence and autonomy in determining priorities, procedures, and approach.

Leading project and business analysis activities which includes providing authoritative advice.

### **Direction and Supervision:**

This position reports to the Manager, Project Management Office. Overall strategic direction is agreed and with reference to various project outputs and outcomes, and strategies within the Technology and Innovation Directorate and DPFEM.

### **Selection Criteria:**

1. Highly developed conceptual and business analysis skills, with demonstrated experience in researching, analysing and interpreting legislative and statutory requirements, business needs, feasibility assessments, preparing options and recommendations for improved service delivery and business outcomes.
2. Well-developed knowledge of and experience in project management.
3. High level interpersonal, communication, negotiation and conflict resolution skills and the demonstrated ability to identify and negotiate mutually acceptable solutions in situations of differing interest.
4. Well-developed written communication skills, including proven ability to produce accurate and meaningful documents such as business requirements, functional specifications, flow charts, reports, and business cases.
5. High level strategic, conceptual, and creative skills, including an in-depth understanding of the political, social, and organisational issues of an emergency services environment.

6. Demonstrated ability to work effectively both independently and as a member of a team to support the achievement of organisational objectives.

## **Qualifications and Experience:**

### **Desirable:**

Relevant tertiary qualifications

## **Code of Conduct:**

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

## **Environment and Conditions:**

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

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Approved

**Amardeep Ghuman**

MANAGER, PARTNERING AND EMPLOYMENT SERVICES  
BUSINESS AND EXECUTIVE SERVICES

Date: 29 August 2024