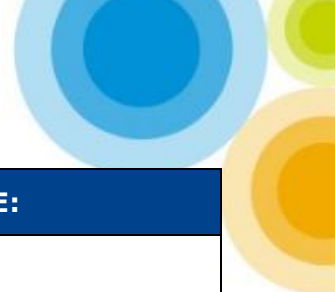


MELBOURNE WATER POSITION DESCRIPTION OFFICIAL



Business Analyst

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager Business Insights & Optimisation	This role has no direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>As a member of the Business Transformation and Effectiveness Team, the Business Analyst supports the Manager Business Insights and Optimisation. Together they work with business owners to identify and deliver the business improvements necessary for Melbourne Water to be a more effective, efficient and customer centric business. In supporting the achievement of improvements across the whole operating model, the Business Analyst must be capable of understanding the bigger picture and helping others to do the same. A key aspect of the role is to support the creation of an improvement focussed culture within the organisation.</p>	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> Support the business in problem ideation, and help to drive insights into performance and opportunity to information the improvement pipeline Support the identification and delivery of improvements required to achieve the organisations strategic intent Work with the business to identify and deliver business improvements both at a local level and at a whole of enterprise level Encourage the development of improvement capability within business Evaluate the sustainability and alignment of improvements to the future operating model intent Build influential working relationships with subject matter experts from across the organisation to support the achievement of improvements Track improvement projects and support the realisation of benefits; Champion leading practice program management and change management practices Constructively challenge the status quo and inspire new thinking; and Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. 	
KEY RESPONSIBILITIES	KPIs
<p>Leadership</p> <ul style="list-style-type: none"> Support the achievement of the business Vision and help bring it to life for others Engender a collaborative culture that supports continuous improvement Build business capability by coaching and empowering others to develop business analysis and improvement capability Promote a commitment to safety and wellbeing Reward innovation, creativity and achievement 	<ul style="list-style-type: none"> Contribute to the review of the transformation portfolio to ensure its balanced and clearly linked to the Strategic Direction An increase in improvement capability in project colleagues is evident Active participation in safety and wellbeing program
<p>Customer Service</p> <ul style="list-style-type: none"> Build an understanding of the customers requirements, both the tangible and the intangible Set expectations and then deliver on them Listen to customer feedback 	<ul style="list-style-type: none"> Improving customer service is clearly reflected in project deliverables The analyst is sought out for inclusion on projects by internal customers

MELBOURNE WATER POSITION DESCRIPTION OFFICIAL



Business Analyst

<p>Employee Engagement</p> <ul style="list-style-type: none"> • Effective and clear communication that focusses on making the technical seem simple • Motivate and encourage others during times of change and complexity • Build and maintain collaborative and engaged relationships 	<ul style="list-style-type: none"> • Positive feedback received on communication effectiveness • Active participation in the identifying opportunities to improve the Employee engagement score
<p>Performance</p> <ul style="list-style-type: none"> • Meet the agreed goals for the role and support the achievement of team based goals • Complete required training • Adhere to Melbourne Water policies and procedures • Manage and plan your resources (people, time, budget) 	<ul style="list-style-type: none"> • Clear contribution to the delivery of the transformation and improvement program • Team budget is met • Training requirements are completed

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Interpersonal skills and the ability to form robust and influential relationships
- Experience in the analysis and delivery of continuous improvement methodology and solution sets
- Experience gained from contributing to a business transformation or continuous improvement program
- Demonstrated level of technical skill in utilising analytical software or database applications used to extract data
- You must be comfortable in visualization tools such as PowerBI to create compelling visual representations of data to stakeholders, telling a story that drives decision making
- High level of analytical, research and problem solving skills to provide value adding solutions and recommendations
- An understanding of the drivers and levers for delivering value with the ability to engage and influence outcomes at a senior level;
- Experience delivering outcomes in ambiguous and complex environments;
- Strong strategic and analytical skills, capable of considering a whole of enterprise view;
- Working knowledge of continuous improvement methodologies;
- Self-motivated and the ability to work independently
- Intermediate skills in Microsoft Office Suite
- A strong approach to problem identification and a creative approach to problem solving

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

Internal

- People Managers across the business
- The role will have significant interaction with Financial Services Group (including Information Technology) and the broader People and Transformation Group
- Must be able to influence all levels in the organisation and be able to build excellent working relationships the business

External

- Consultants, industry associations and Government departments
- Where necessary work directly with Melbourne Waters customers on improvement projects



MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Business Analyst

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

This role requires the following:

- Experience in a role of significance within a business improvement program
- Tertiary degree in a relevant field

Location: 990 La Trobe Street, Docklands, Victoria 3008