

Position Description

Business Analyst – Student Experience

Position No:

Department: Information Services

School: Engagement and Delivery Team

Campus/Location: Location Independent

Classification: Higher Education Officer Level 8 (HEO8)

Employment Type: Fixed Term (12 months)

Position Supervisor: Delivery Director, Student Experience

Number: 50148568

Other Benefits: <http://www.latrobe.edu.au/jobs/working/benefits>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Purpose

The Business Analyst captures business needs and initiatives in the Deputy Vice Chancellor Students portfolio. Ensuring business requirements are correctly captured and effective engaged with the relevant business areas to achieve successful business change and outcomes.

Duties at this level will include:

- Develops and applies new principles and technology.
- Identifies trends, strengths, weaknesses, opportunities and risks in specialist areas of responsibility that may have an impact on the University/School/Division/Department/Sub unit, to enable appropriate and timely action to be administered.
- Proposes and implements changes to work processes and develops and defines proposals for changes in and the formulation of University/School/Division/Department/Sub unit policy, to consistently improve quality and effectiveness of service provision.
- Provides advice to staff at higher levels on program objectives, organisational structures and budget expenditure.
- Accurately assess gaps, research solution options and lead solution design.

- Coordinate stakeholder consultation across the University to uncover and capture requirements as stories into a master story list and build narratives and acceptance criteria for the highest priority stories in upcoming iterations/sprints.
- Manage the production of documentation to provide business processes and support for system users across the University to assist with user readiness and implementation.
- Contribute to communications and change management activities to ensure operational readiness to transition to new processes.
- Provide expert knowledge transfer to business system owners, IS or other users through consultation, workshops and training as required.
- Assess current state, analyse stakeholders' needs, scope the problem and develop business case to address the requirements of the stakeholders within as specified scope
- Analysis of business processes to identify areas of improvement as required to business analysis and change management activities, including process optimisation, training and change.

Essential Criteria

Skills and knowledge required for the position

- A degree with substantial extension of the theories and principles, learned through experience, or a range of management experience, or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Ability to apply theoretical knowledge or Management or policy expertise to bring together diverse and sometimes conflicting information to solve new or one off problems.
- Ability to develop innovative methodologies or take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.
- Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships
- Demonstrated ability to identify and assess business requirements and undertake the analysis needed to design complete and effective solutions based on business needs.
- Advanced knowledge of and experience in the disciplines, principles and methodologies associated with the end-to-end software development lifecycle (SDLC), with particular emphasis on business analysis and change management initiatives and business change and implementation.
- Has the ability to be reflective, be innovative and able to deliver continuous improvement with a demonstrated high level of self-motivation and personal management skills.
- Demonstrated ability to establish and maintain positive working relationships with internal and external stakeholders (including vendors) and communicate effectively on a range of sensitive and complex issues, including the ability to negotiate, motivate, influence and build relationships.

Capabilities required to be successful in the position

- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience - consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to make sense of data to inform decision making –implementing ideas to improve local practices.
- Ability to cultivate and create space for creativity and innovation, enabling staff members to solve local problems and identify improvements to current work practices.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside—the students and communities we serve, both locally and globally.
 - We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
 - We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
 - We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.
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Initials: Date: