*Faculty / Division: UNSW Business School*

*School / Unit: Faculty Executive Director Portfolio Position Level: Level 6*

*Position Number: 00062652*

*Position Title: Business Process Analyst*

*Date Written: October 2018*

## ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

## Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.


## OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Business School is a leader in business education and research in the Asian region and one of the largest Business Schools in Australia with more than 16,500 students, 500 academic and professional staff and more than 80,000 alumni and partners. The Business School offers a full suite of business degree programs at undergraduate, postgraduate, coursework and research levels, including the AGSM MBA programs and a range of Executive Programs. Its direction is guided by a business advisory council of leading CEOs, chairpersons and other business leaders.

## The Business School’s reputation is built on its outstanding staff, students and alumni and a cultural diversity which ensures an international focus. It also has a long history of deep industry engagement, and takes pride in the impact it has through its educational and research activities. The School is frequently ranked among the top 50 in the world, and in some areas among the top 20, according to global indicators. For further information, see: https://www.business.unsw.edu.au/

## The Business Process Analyst will be responsible for conducting end-to-end process reviews and developing RASCI models (role clarity) and service catalogues for the Business School for change initiatives which have been approved for implementation. The development of these reviews will require documentation of needs from stakeholders, benefits identification and obtaining stakeholder sign off.

## The role of Business Process Analyst reports to the Faculty Operations Manager, and has no direct reports.

##  RESPONSIBILITIES

Specific responsibilities for this role include:

**Business Operations and Process change**

* Review business operations and processes and policies to remove over servicing, rework and waste in order to reduce costs, effort, hand-offs, improve the quality of the outputs and increase standardisation
* Gather data to prioritise workload and to enable benefits estimation and root cause analysis for problem solving
* Work with stakeholders and subject matter experts to ensure deliverables reflect best practice, have “lean “ workflows and are automated where possible
* Ensure deliverables are benchmarked internally and externally where possible and are compliant with UNSW and Business School policies

**Undertake Stakeholder engagement**

* Work with the business to identify and analyse business processes, policies, interactions, dependencies, forms and workflows
* Facilitate workshops and interviews with SME's and Stakeholders
* Use active listening and relationship building to understand the underlying business issues/ requirements not just those vocalised or documented
* Engage with stakeholders to gain acceptance, understanding and buy-in to new ways of working
* Identify change and training requirements driven by business change
* Coordinate with IT to drive automation where possible, giving clear, signed off business requirements and ensuring users are engaged during the development process to deliver “Lean” solutions

**Documentation**

* Processes, policies work flows, RASCI and service catalogues impacted by 2020 implementation
* Clear and detailed documentation of outputs and business requirements
* Signed off final documentation by business process owners

**Ensure Benefits realisation**

* Work with stakeholders to formally agree initiative benefits prior to start of implementation
* Work with business, functional or process owners to agree, document and initiate success measures
* Develop benefits realisation plan for each initiative
* Contribute to capture and delivery of outcomes alongside line managers

**Utilise Project disciplines**

* Work with business owner to develop milestones and detailed timeline for delivery
* Identify issues and risks, raising them to the relevant manager and identifying mitigations
* Maintain documentation standards as per program office guidelines
* Report project status as per program office requirements and manage workload to achieve schedule milestones
* 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.

## SELECTION CRITERIA

* At least 3-5 years’ experience as a Business / Process Analyst on large or complex projects
* Strong skills in Process Mapping and Business Process Reengineering using Lean methodology
* Exceptional analytical, planning and problem solving skills
* Experience facilitating workshops and focus groups and delivering outcomes that challenge the status quo
* Demonstrated strength in business stakeholder engagement; excellent written and verbal communication skills
* Experience developing procedural documentation, business requirements and presentations – including for senior management audience
* High level of competence in project and process related tools, including MS Office and MS Visio.
* Exceptional attention to detail, be self-motivated and outcome orientated with excellent organisational skills
* Should be able to work with minimum supervision
* Be able to work under stressful situations and manage stringent deadlines
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*