

POSITION DESCRIPTION

LEAD BUSINESS ANALYST

POSITION LEVEL

Senior Appointment

FACULTY/DIVISION

Division of Finance and Operations, UNSW IT

POSITION NUMBER

ADMIN ONLY

ORIGINAL DOCUMENT CREATION

September 2020

POSITION SUMMARY

The Lead Business Analyst will lead the work Business Analysts and, at times, Application Developers dependent on the scale and scope of project work.

The role is accountable to the Sub-Domain Head of Solutions in their respective Domain and works in conjunction with the Technology Managers, Enterprise Architect and Program/Project Managers.

This role exercises substantial personal responsibility and autonomy, plans own work to meet given objectives and processes, and works within a clear framework of accountability.

This role influences customers, suppliers and partners at account level and has responsibility of managing and leading teams, as well as the allocation of resources.

The incumbent is required to make critical decisions which influence the success of projects, service delivery and team objectives. Collaborates regularly with team members, users and customers and engages to ensure that user needs are being met throughout. Work includes a broad range of complex technical or professional activities, and investigates, defines and resolves complex issues.

Has a thorough understanding of recognised generic industry and specialist bodies of knowledge, actively maintains own knowledge and is able to apply knowledge effectively in unfamiliar situations.

Maintains an awareness of developing practices and their application, takes responsibility for driving own development and supports the development of team.

This position will report to the Sub-Domain Head of Solutions and leads a team of Business Analysts and at times Application Developers.

ACCOUNTABILITIES

Specific accountabilities for this role include:

- In conjunction with the Director and other IT Managers, set, operate, monitor and evaluate the strategic and annual objectives for the team
- Lead, manage and guide Business Analysts in the team as well as delivery teams, providing best practice, direction and advice for achieving the best outcome.
- Work with the Enterprise Architecture competency centre to establish and apply standard methods, practices, tools, templates and processes.
- Assist in the development of Procurement Strategy, RFx and evaluation criteria.
- Oversee and facilitate business user groups and discovery sessions as part of formal or informal consultancy / project agreements.
- Lead and oversee the investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change.
- Drive and monitor the use of contemporary modelling and analysis tools, methods and standards, giving special consideration to business perspectives.
- Conduct thorough investigations for strategy studies, business requirements specifications and feasibility studies.
- Provide significant contribution in the preparation of business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
- Provide expert level advice and guidance to information architects/database designers and others to assist in understanding the data structures and associated components.
- Drive business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches.
- Proactively identify and escalate potential risks and ensure security is appropriately addressed. Manage the development of risk management plans, establishment of risk controls and performance of risk mitigation activities.
- Provide proactive organisational leadership, including developing, managing and engaging teams, driving a strong customer centric culture and healthy engagement within the organisation.
- As part of the Leadership Team, effectively collaborate with the business and IT stakeholders to jointly lead the uplift in service delivery of the IT organisation.
- Build effective working relationship with internal and external stakeholders to develop innovative solutions that meet business needs.
- Promote a culture of process and continuous improvement, championing professional standards, innovation and professional method.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- 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 & safety of yourself or others.

SKILLS AND EXPERIENCE

- Tertiary qualifications in IT, Business or related discipline together with 7+ years' experience in business systems analysis and specification.
- Extensive experience in establishing BA practices supporting the development of policies, methods, tools and templates commonly used and followed by BAs in the delivery of their services.
- Sound knowledge of the system development life cycle and the positioning of business analysis within it.
- Has a proven track record of working within appropriate project management methodologies utilising the best of Waterfall and Agile methods.
- Proven ability to lead the implementation of robust digital strategies to deliver business outcomes and experience with driving technology change.
- Effective analytical, business planning and budgeting skills, with demonstrated experience in strategic and operational planning.
- Strong leadership and effective people management skills, with experience in building effective / high performance teams along with developing and retaining staff.
- Strong interpersonal, communication and negotiation skills including ability to develop effective relationships and influence key stakeholders at all levels in the organisation.
- Proven ability to exercise independent judgement and problem solving with the ability to resolve and address issues as they arise.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

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