



ASO6 Business Change Analyst Security and Emergency Management Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Security and Emergency Management Service (SEMS) is responsible for SAPOL's Communication Centre, emergency management, event planning, and security advice.

The Business Change Analyst will contribute to the successful delivery the Regional Police Security Officer (PSO) project. The role contains both project delivery accountability as well as portfolio governance responsibilities to manage quality, risk and budget to optimise outcomes aligned to the project.

The Business Change Analyst is responsible for undertaking and coordinating a complex range of change management functions that ensure the successful delivery of a transformational change project within SEMS that will see the capability of Police Security Officers (PSO) extend to regional areas.

This includes working closely with individuals and teams across SAPOL to prepare and support them with changes associated with implementation of new or improved systems and technology. The role will work collaboratively with the Security and Emergency Management Service team to contribute to the successful project implementation.

Service

Integrity

Leadership

Collaboration

Courage

Respect



Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD.
Qualifications	Tertiary qualifications in Business Analytics or equivalent.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.

Reporting / Working Relationships

The Business Change Analyst reports to the Program Manager, Regional PSO Project.

Liaises with the Security and Emergency Management Service and business managers (Finance), technical staff and key user representatives on the implementation of systems and services.

KEY OUTCOMES

- Coordinate and control business analyst activities by:
 - Identifying and understanding complex business impacts through initiating and managing engagement with stakeholders and using this as the foundation for planning activities.
 - Identifying business impacts and change activities for the project that are required to support business areas through the change.
 - Identifying and coordinating business engagement projects and activities across SAPOL to improve workflows, practices and processes.
- Ensure the successful adoption of projects by:
 - Coordinating and monitoring the delivery of change activities, including delivery of the change work as per agreed plans.
 - Provide expert advice into, and supporting the assessment of, the organisational readiness for the changes being implemented including the project business readiness checklist.
 - Providing expert advice into effective workflows.
 - Providing advice on the change components of workforce planning, analysis and design.
 - Defining and measuring success metrics and monitor change progress.
 - Providing advice into the development of communication materials applicable to the project.

- Supporting the project team that are delivering change management within a project including working with them to maximise the efficiency of internal stakeholder working groups.
- Facilitating change management meetings with assigned working groups/representatives to analyse current workflows, practices and processes.
- Providing appropriate reporting within a regular and agreed timeframe.
- Governing and maintaining all analytical change artefacts.
- Work closely with the business to ensure appropriate lifecycle support is in place for revised workflows, practices and processes.
- Promote a culture of risk awareness and proactive identification of potential issues.
- Contribute to the review of initiative successes through participation in post implementation reviews and tracking value of change.
- Contributing to the continuous improvement of services provided State Operations Service and Police Security Services Branch by identifying and recommending improvements to current Business Analysis practices, documentation and outcomes.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience in delivering business analyst duties aligned to change management planning, initiatives / projects in a complex environment with a focus on adoption, efficiency gains and cultural and behavioural change.
- Acute business acumen and understanding of organisational issues and challenges.
- Demonstrated ability to support and engage senior leaders, coaching project resources and stakeholders.
- Demonstrated ability to work under broad direction and exercise a significant level of responsibility, decision making, judgement and delegated authority in resolving complex problems in accordance with relevant policies and procedures.
- Demonstrated knowledge of and significant competence in applying contemporary change management frameworks, change management principles, methodologies and tools.
- Demonstrated high level of analytical skills, attention to detail, and the ability to think laterally and conceptually.
- Proven ability to communicate and negotiate effectively with people at all levels, verbally, in writing and presentations, including preparing high quality reports and documents that clearly explain complex technical information.
- Demonstrated ability to organise workloads effectively in a climate of competing priorities to achieve agreed outcomes and work in a team environment on complex tasks.
- Able to assess and lead stakeholder engagement, current/future state impacts, change readiness assessments and measure change sustainability across a large program of work.
- Experience in using Visio or similar process mapping applications.

Desirable Characteristics

- Relevant business analytics, project management or change management certification.
- Experience working in a matrix management environment.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Principles and Guidelines.