

ROLE DESCRIPTION

POSITION	Business Analyst
CLASSIFICATION	AS06
ORGANISATION	Office of the Commissioner for Public Sector Employment
PROGRAM/TEAM	Workforce Systems

ORGANISATIONAL OVERVIEW

The Office of the Commissioner for Public Sector Employment (OCPSE) makes a difference by enabling the public sector workforce to deliver great results and outcomes so that South Australia thrives.

As a central agency, we support more than 100,000 South Australians who work in the public sector by:

- Enhancing workforce performance and potential
- Providing stewardship to build an inclusive, safe, and ethical culture
- Advancing current and future leaders
- Shaping the future workforce, including its systems and data

PROGRAM/TEAM OVERVIEW

Workforce Systems

Ensuring that OCPSE and the public sector agencies have access to the right data and the right information at the right time, the Workforce Systems team provides systems support and project implementation of systems infrastructure that enables agencies to employ, engage, develop and manage the state's largest workforce.

ROLE OVERVIEW

The Business Analyst (BA) is responsible for documenting the business processes and workflows, and dataset and systems in accordance with the state policy and legislation. Furthermore, the BA will outline the future state of operations, aligning it with the organization's technologies and project activities undertaken by OCPSE through constructive analysis and interpretation of requirements. These efforts will contribute to providing support to the strategic direction and decision-making capability of OCPSE.

Through its engagement across the sector, the BA will apply their knowledge of project delivery methodology, business process mapping, requirements gathering and technical documentation. This will play a crucial role in contributing to the design and delivery of HR Management systems, Work Health Safety systems and integration with multiple existing business systems and databases. The BA will be expected to build a firm understanding of existing business processes across multiple public sector agencies and develop strong working relationships with the agency's subject matter experts to support solution design and delivery.

ROLE DESCRIPTION

The BA will work with vendors, technology providers, and other partners to support and guide the design of solutions. The BA is expected to take responsibility for completing activities associated with planning, documenting, and delivering change while actively participating in continuous learning and seeking opportunities to follow the best industry practises.

KEY RELATIONSHIPS

- Reports to: Service Delivery Manager, Workforce Systems
- Direct Reports: None
- Key Stakeholder Relationships:
 - o Manager, Workforce Systems
 - o Workforce Systems team members
 - o Project Managers
 - o Project team members
 - o OCPSE Managers
 - o Agency representatives
 - o Systems vendor representatives

RESULTS REQUIRED

- Document current state policy and legislation, business processes and workflows, and dataset and systems, and describes a future state for operations, change management, and project activities undertaken by the Office of the Commissioner for Public Sector Employment.
- Develop detailed business requirements, functional specifications, and technical documents such as business process mapping, data schemas, and process workflows that support the introduction of new HR systems through software-as-a-service platforms.
- Work closely with business and process leads and subject matter experts, product vendors, technical and project team members to ensure all current and/or future state outcomes are articulated unambiguously and in language that is understood by technical and non-technical stakeholders.
- Contribute to the development and successful execution of testing plans, and to help to coordinate and undertake user acceptance testing that results in the deployment of high-quality systems.
- Contribute to the development of robust governance mechanisms that support effective management of all risk, audit, and compliance activities and encompass all elements of the South Australian Cyber Security Framework (SACSF).
- Work within and contribute to a high-performance service delivery model with a focus on best-practice project management principles and adherence to specific project control and governance methodologies employed by OCPSE.



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- Contributing to the gathering and enhancement of data for annual reports, State of the Sector, and Workforce Information.

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OCPSE CORE CAPABILITIES

Our employees deliver work aligned to the OCPSE Strategic Plan, within the responsibilities of the role, and behave in accordance with the South Australian Public Sector Values, regardless of position and technical expertise, and:

- Adhere with the Code of Ethics for the South Australian Public Sector.
- Actively participate in OCPSE's performance management and development program.
- Actively collaborate and contribute to whole-of-office priorities and goals as required.
- Maintain a safe working environment by adopting appropriate work health and safety practices consistent with the role.
- Recognise there may be times when you are required to work outside normal working hours, or travel within or outside the state, to represent the office.
- Seek out flexible working options to support achieving a balance between work and personal responsibilities.
- Act in a manner consistent with the recognition of OCPSE as an Equal Opportunity employer.

CAPABILITIES REQUIRED

Technical

- Proven and extensive experience successfully delivering projects, through the application of recognised and proven business analysis methodologies
- Demonstrated ability to understand and work with end-users and subject matter experts in different functional / business areas, to develop business process maps, and elicit requirements that will support the successful design and implementation of technology-based projects.
- Demonstrated ability to prepare and maintain relevant project documentation, for example business requirements, solution designs and test plans.
- Knowledge and experience in the use of collaboration and case management tools, such as JIRA and Teams/SharePoint, to assist in the management of projects and project tasks
- Extensive experience assessing risks to schedule, cost or quality on project testing activities.
- Demonstrated knowledge of project management methodologies which ensure a disciplined approach to the review and documentation of processes.
- Demonstrate experience working with datasets to analyze and identify patterns and derive knowledge, and to use data to capture and measure performance indicators.

Personal

- Strong problem-solving skills, including demonstrated ability to work independently, under broad policy directions, think systematically with a whole-of-government focus and experience in developing, implementing and reviewing policies and strategies.
- Demonstrated success in forging positive collaborations and building effective working relationships, networks and partnerships



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- Strong interpersonal, verbal and written communication skills to effectively consult and negotiate with a broad range of internal and external stakeholders and SA Government agencies
- Confident in executing presentations to vendors to determine appropriate outcomes to achieve a simple and easy end user experience.
- Confident in engaging with agency representatives to document and review processes to achieve the best overall outcome for the group.
- Proven ability to collaborate and work with agility across competing, tight deadlines to deliver quality outcomes for stakeholders in a dynamic environment

Experience

- Significant contribution to projects and change programs across all phases of design and delivery
- Demonstrated experience in managing similar outcomes through a project implementation
- Experience with HR Management systems, or HR processes is highly desirable

Qualifications

- Relevant tertiary qualification or industry certifications desirable.