



Role Statement

Role title	Senior Business Analyst	Classification	ASO6
Branch	Super SA	Type of Appointment	Ongoing
Section	People, Product & Transformation	Position Number	P36311
Approved by	Chief Executive, Super SA	Date	May 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Super SA

For over 120 years, Super SA has been helping members secure their financial future. Super SA is a superannuation fund for South Australian government employees and is a branch of the Department of Treasury and Finance.

Super SA is dedicated to being the most trusted superannuation fund for current and former South Australian public servants. Super SA's long-term success is largely due to the talent and expertise of staff who strive to create an environment that is supportive, safe and secure. The work culture is positive and inclusive, making it a rewarding and enjoyable place to work.

What this role is responsible for

- Understanding the customer and business requirements, process management needs, and translating these needs into a solution.
- Eliciting, documenting, and analysing the current state (AS-IS) of business processes, workflows, metrics, data requirements and constraints.
- Facilitating workshops, requirements gathering and analysis around key areas of opportunity for business improvement, including reviewing business processes, and documenting recommend improvement solutions.
- Improving business structures and processes, providing informative reports, and streamlined administrative processes that benefit the operations of Super SA.
- Defining future state (TO-BE) business solutions: functionality, processes, workflows, and structures based on deep analysis ensuring all solutions meet business requirements for functionality, usability and conform to Super SA's business rules and policies.
- Preparing business requirements, defining business process and procedures, and providing recommendations on the proposed future state. This may include details of the required changes to organisational structures, processes, procedures, systems, data, and metrics.
- Conducting business risk and impact assessments for new and/or changing initiatives.
- Ensuring that procedure, policy, and enterprise Architecture documents are maintained in a state which represents current operational practice.
- Supporting the uplifting of the business analyst capability within the Project Management Office (PMO) by mentoring Business Analysts within the team. This will include, but is not limited to, the application of business analysis methodologies to gather and assess evidence, including quantitative and qualitative approaches.
- Contributing to the development and refinement of PMO policies and procedures to support evolving project needs.
- Leading and undertaking the planning and delivery of end-to-end small- and medium-size projects and initiatives, as directed by PMO.
- Supporting the development of large-size project discovery, planning, and delivery across Super SA, as directed by PMO.
- Supporting the development of Business Cases by defining the business need; conducting research and feasibility studies, business data analysis and modelling, and cost benefit analysis to formulate solution options and recommendations that drive the business strategic objectives.
- Supporting the development and delivery of project briefs plans by ensuring that the objectives, tasks, deliverables, and planned outcomes are completed on time to the business defined agreed quality.
- Contributing to change management plans, training plans and procedure development, as required.

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- Contributing to the minimisation of exposure and risk on projects through timely analysis and resolution of issues.
- Providing the requirement inputs for the development of test plans, as required.
- Supporting Subject Matter Experts (SMEs) as part of project delivery, as required.
- Leading engagement and negotiations with project stakeholders regarding solution designs and functionality.
- Consulting with project stakeholders to conduct discovery activities, understand the project objectives and business needs.
- Engaging with internal and third-party vendors as required and bridging the communications between technical teams and business and supporting contracted deliverables to enable timely and quality delivery.
- Developing documentation and presentations for delivery to stakeholders, including but not limited to slides, procedures and/ or other instructional documentation.
- Championing Super SA's project and change management frameworks and best practices across the business.

Who this role reports to

The Senior Business Analyst reports to the Head of Resource and Capability, Project Management Office (PMO).

Key Relationships/Stakeholders

- Works closely with Super SA's Executive, senior leadership, staff, and external stakeholders including staff within the wider Department of Treasury and Finance (DTF), other South Australian Government Departments, consultants and vendors.

Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
- Some out of hour's work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

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Essential Expertise

- Tertiary qualifications (degree level) in Business Analytics, Business, Commerce, Economics, or similar and/or relevant industry experience.
- Previous experience working as a business analyst with experience in influencing, managing, and collaborating with stakeholders across organisation including senior management.
- Advanced analytical and critical thinking skills with the ability to develop alternative solutions, and convey ideas, concepts, and issues in both written and oral form.
- Demonstrated experience in analysing problems, interpreting complex data, and recommending practical and efficient solutions.
- Proficient experience in undertaking business requirements analysis, evaluating and documenting the analysis of business process and procedure.
- Proficient experience in the preparation of high-quality project related documentation, including business cases, reports, and recommendations.
- Proficient analytical and critical thinking skills with the ability to develop alternative solutions, and convey ideas, concepts, and issues in both written and oral form.
- Proficient in coordinating complex, high-priority tasks with discretion and efficiency under tight deadlines.
- Knowledge of current methodologies relating to business analysis, project management, and continuous improvement practices.
- Demonstrated experience in organizational change initiatives involving procedural, structural, or technological transitions.
- Demonstrated experience and knowledge of the superannuation or finance industry, including emerging industry practices.
- Positive contributor and willing to support the broader direction and needs of the PMO in delivering strategic outcomes.
- Ability to co-ordinate, motivate, and lead colleagues to deliver on projects and business outcomes through teamwork.
- Ability to work with limited direction, either independently or as a specialist team member, and priorities, plan, and co-ordinate activities to achieve objectives and meet deadlines in high-pressure, demanding environment.
- Proficient in imparting information and explaining concepts to a wide audience, including presenting engaging, informative and well-organised workshops, and education sessions to groups.
- High-level communication skills, including facilitation skills, the provision of advice on complex issues, and in dealing with issues with tact and diplomacy.
- Demonstrated ability in liaising effectively, including consultation and negotiation with a wide range of stakeholders, to facilitate their cooperation and support to achieve desired outcomes and to establish and maintain strong and productive working relationships.
- Demonstrated ability in developing and fostering positive partnerships with a broad range of stakeholder groups.
- Capability to build, maintain and manage strong networks of business contacts.
- Demonstrated experience in the application of the relevant legislation, policies, and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the Work Health and Safety Act 2012.
- An understanding of and ability to work to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Lean certification and/ or certification in PMI Professional in Business Analysis (PMI-PBA), or equivalent.
- Knowledge and experience in contemporary project management methodologies.
- Knowledge of the superannuation Schemes, Acts and Regulations administered by Super SA.
- Proficiency in Microsoft Word, Excel, PowerPoint, and Visio.
- Experience with tools such as Jira, DevOps, and AI-powered platforms.
- Experience in business process improvement projects that delivered efficiency or risk mitigation benefits.
- Experience in data and information research, extraction, collection, analysis, and presentation.
- Experience in the delivery of projects and experience in supporting business change programs that involve the implementation of procedural, structural, or technological change.
- Experience in scheduling resources and tasks, identifying risks and mitigation strategies, monitoring issues registers and controls within complex projects.
- Experience in researching and analysing complex issues and formulating recommendations in Executive and Board papers. Strong emotional intelligence skills.
- Positive, initiative-taking and results focused attitude and behaviour.
- High level of energy and enthusiasm, with a passion for excellence.