

Job and Person Specification

Title of Role:	Business Analyst	Classification:	ASO6
Business Unit:	Consumer and Business Services	Position Number:	P54653
Branch:	Customer and Transformation		

Primary Purpose

The Business Analyst is responsible for providing business analysis and project implementation capabilities to support the business demands. Working across a diverse range of technology, process improvement and legislative reform projects, the Business Analyst will: co-design solutions with customers; gather, validate and document business requirements; develop process and customer journey maps; and prepare written reports that include data-driven insights – all of which contribute to delivering customer-centric business improvements.

Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

Consumer and Business Services (CBS) is a division of the Attorney-General's Department and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focussed and flexible in its activities, providing accessible information and services.

The Business Analyst operates within a complex and changing service delivery and project-based environment and is required to exercise a very high-level of judgement and decision making under broad direction.

Reporting Relationships

- Reports directly to the Senior Program Manager, PMO

Key Relationships/Interactions

- Works closely with staff and management within the Business Transformation division, specifically the Business Solutions Manager
- Stakeholders - staff and management within Consumer and Business Services (CBS) and external users of CBS services
- Other staff of the Attorney-General's Department.

Key Challenges

- Dealing with large volumes of work, competing deadlines and tight timeframes
- Accessing and comparing data from multiple legacy business systems
- Engaging stakeholders with competing operational demands
- Simplifying information and deciphering technical jargon so that it is easily understood by stakeholders.

Special Employment Conditions

- Some out of hours work may be required.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's perspectives in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks
- Work from home or telework arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Business Analyst is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>Business Analysis</p>	<ul style="list-style-type: none"> • Plan and perform business analysis functions that improve processes, systems and the overall customer experience. • Gather, validate and document business requirements to provide understanding of business and customer needs. • Prepare complex 'as-is' process flows and re-engineer into efficient, effective 'to-be' processes. • Identify areas for system/process improvement and recommend solutions. • Prepare high quality business analysis documentation such as business requirements, functional specifications, process maps, end to end customer journey maps, etc and present to project teams and management. • Perform complex data analysis involving data sets, applying 	<ul style="list-style-type: none"> • Opportunities for process improvement are identified and delivered to agreed times. • BA documentation is accurate, well-presented and clearly communicated. • Problems are identified, effectively analysed, and appropriate recommendations are made. • Verbal and written communication is professional, considered and the context of the matter is accurately conveyed.



	<p>frameworks to existing data sets and providing practical options and potential solutions.</p> <ul style="list-style-type: none"> • Assist and conduct analysis of business systems, and organisational data to provide insights and forecast business performance. • Identify and document issues and risks identified during analysis to enable them to be monitored and actioned by those responsible. • Assist in the development of business readiness activities, such as change management strategies, communication plans and training plans to ensure organisational readiness for business process and/or system changes. 	
Develop CBS Business Improvement capability	<ul style="list-style-type: none"> • Develop and implement key tools and processes to support CBS employees to identify and implement Business Process Improvement initiatives. 	<ul style="list-style-type: none"> • BPI skills have increased across Consumer and Business Services • Tools and processes developed and implemented.
Develop CBS Customer Experience (CX) Improvement capability	<ul style="list-style-type: none"> • Develop and implement key tools and processes to support an improved customer experience and the overall customer journey. • Source and analyse customer insights data to inform and influence decision making across CBS. 	<ul style="list-style-type: none"> • Customer Experience (CX) has improved across all customer channels • Tools and processes developed and implemented. • Effectively support the Senior Program Manager and Business Solutions Manager
Implement projects	<ul style="list-style-type: none"> • Lead and drive a number of projects of varying scope and complexity. • Coordinate and deliver projects in accordance with internal project management frameworks and practices. 	<ul style="list-style-type: none"> • Transitions completed on time • Benefits are measured and outcomes realised. • Project timeframes are met. • Project documentation is developed with a high level of accuracy.
Stakeholder Management	<ul style="list-style-type: none"> • Ensure a thorough understanding of client needs and requirements, negotiating positive outcomes. • Assist in managing key stakeholder relationships to drive changes to systems and business processes, to ensure the development and delivery of targeted outcomes. • Work collaboratively with business and technical staff to ensure system changes meet requirements and address identified business needs. • Utilise multiple communication techniques and approaches across a diverse range of stakeholders that build trust and genuine engagement. • Simplify information and decipher technical jargon so that it is easily understood by stakeholders. 	<ul style="list-style-type: none"> • Tasks completed within agreed scope. • Delivery of targeted outcomes. • Positive feedback from other organisations and stakeholders.

<p>Contribute to Culture</p>	<ul style="list-style-type: none"> • Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion.
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Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • Proven ability to think strategically, analyse problems and recommend effective and efficient solutions. • Sound experience in analysing data, identifying insights and producing related reports. • High level attention to detail with the ability to work both autonomously and in a team environment. • Demonstrated ability to champion change and foster a culture of continuous improvement. • Specific knowledge of and experience in Business Analytics and / or Customer Experience (CX) analytic tools. • Proven ability to manage multiple projects and meet deadlines, targets and goals. • A high level of communication and interpersonal skills, which enables the ability to negotiate and liaise effectively with people at all levels. • Ability to run effective workshops in order to obtain the relevant information for the development of process models and business requirements documents. • Experience in the application of contemporary business analysis, project management and change management methodologies and tools. • High degree of professionalism including the ability to deal with sensitive issues with tact and diplomacy and maintain a high level of confidentiality at all times.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Appropriate post-secondary or tertiary qualification/s in Project Management, Business Analytics, Change Management and Information Technology or other related disciplines will be highly regarded. • Experience in end-to-end customer journey mapping; re-designing business processes and analysing Customer Experience (CX) data. • Experience in Design Thinking and co-design of solutions with end users.

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Business Analysis. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
Strategic Focus Tactical	<ul style="list-style-type: none"> • Actively promotes goals and strategic direction • Ensures work goals are linked to the bigger picture • Considers broader issues and political context when decision making • Identifies trends, potential problems and opportunities and incorporates into plans • Adopts and manages a balanced approach to risk aversion and risk taking • Drives effective change • Promotes creative and innovative thinking
Results Orientation Tactical	<ul style="list-style-type: none"> • Develops plans with clear outcomes and provides direction on how to achieve these • Is accountable for the delivery of quality, timely and cost effective results • Reviews performance and seeks opportunities to implement continuous improvement • Adopts a critically evaluative approach to solving problems • Identifies opportunities to negotiate for improved outcomes • Confidently makes decisions showing good judgement • Effectively prioritises and re-negotiates tasks as needed
Service Delivery Excellence Operational	<ul style="list-style-type: none"> • Uses capability and expertise of the workgroup to achieve outcomes • Translates performance requirements into achievable outcomes • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance • Identifies and delivers high quality internal and external customer service • Considers financial responsibility, accountability and awareness • Utilises available internal and external resources for optimal outcomes.
Relationship Management Operational	<ul style="list-style-type: none"> • Develops existing working relationships and internal networks • Collaborates with relevant stakeholders • Makes an effort to understand others' perspectives, motives, agenda • Openly shares information and knowledge as appropriate • Takes into account the situation and audience and acts accordingly • Actively listens and communicates clearly • Effectively manages conflict and escalates when appropriate
Professional Approach and Drive Operational	<ul style="list-style-type: none"> • Demonstrates respect for others and high ethical standards • Maintains professionalism and confidentiality • Supports diversity and uses this to enhance outcomes • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Ensures a focus on wellbeing for self and others and raises concerns where necessary