

<b>Position Title</b>	Senior Business Analyst
<b>Group/Portfolio</b>	Digital Solutions
<b>Classification</b>	HEW 9
<b>Position Number</b>	000
<b>Reports To</b>	Head of IT Planning, Performance & Practice or Strategic Delivery Manager – Learning and Teaching
<b>Employment Type</b>	Continuing/Fixed Term

## 1.0 Position Purpose

Digital Solutions is a value-driven strategic IT partner focused on delivering leading digital experiences for our Students, Colleagues and Community. We work within a contemporary operating model and are modernising our technologies and ways of working to create value and build a digital future for Griffith.

Senior Business Analysts act as the intermediary in more complex areas between the business and IT, using a deep understanding of business processes and technology to help business partners achieve their desired outcomes. They actively plan and drive identifying unarticulated business needs and coordinating between stakeholder groups to address them; providing consultative support on business-led technology initiatives; creating prototypes and codesigning innovative solutions; proactively monitoring industry, functional, and technology trends. They work with clients to elicit high-level requirements and capture business needs; understand the customer journey and define user requirements. They engage with clients to influence project decisions; assess the risks of various solutions and prioritise competing business demands. They actively drive the ongoing continual improvement of Business Analysis capability, methods and tools.

## 2.0 Eligibility Requirements

- The occupant of this position will hold relevant postgraduate qualifications and extensive relevant experience.

## 3.0 Key Responsibilities

- **Specialist advice.** Actively maintains recognised expert level knowledge in one or more identifiable specialisms. Provides definitive and expert advice in their specialist area(s). Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the

organisation.

- **Business process improvement.** Analyses and designs business processes; identifies alternative solutions to exploit new technologies and automation. Develops graphical representations of business processes to facilitate understanding and decision making. Assesses the feasibility of business process changes and recommends new approaches. Manages the execution of business process improvements. Selects, tailors and implements business process improvement methods and tools at programme, project and team level in line with agreed standards. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.
- **Emerging technology monitoring.** Supports monitoring of the external environment and assessment of emerging technologies to evaluate the potential impacts, threats and opportunities to the organisation. Contributes to the creation of reports, technology roadmapping and the sharing of knowledge and insights.
- **Business analysis.** Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Selects, adopts and adapts appropriate business analysis methods, tools and techniques; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
- **Business modelling.** Conducts advanced modelling activities for significant change programmes and across multiple business functions. Has an in-depth knowledge of organisation-standard techniques. Plans own modelling activities, selecting appropriate techniques and the correct level of detail for meeting assigned objectives. May contribute to discussions about the choice of the modelling approach to be used. Obtains input from and communicates modelling results to senior managers for agreement.
- **Requirements definition and management.** Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives. Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. Establishes requirements baselines. Ensures changes to requirements are investigated and managed. Contributes to the development of organisational methods and standards.
- **Performance management.** Supervises individuals and teams. Allocates routine tasks and/or project work. Provides direction, support and guidance as necessary, in line with individuals' skills and abilities. Monitors progress

against agreed quality and performance criteria. Acts to facilitate effective working relationships between team members.

- **Relationship management.** Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.
- Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

#### 4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).