

Position Description

Position Title	Business Analyst
Position Number	Various
Directorate	Corporate Services
Business Unit/s	Corporate Information Services
Reports to	Lead Business Analyst
Classification	Level 8 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

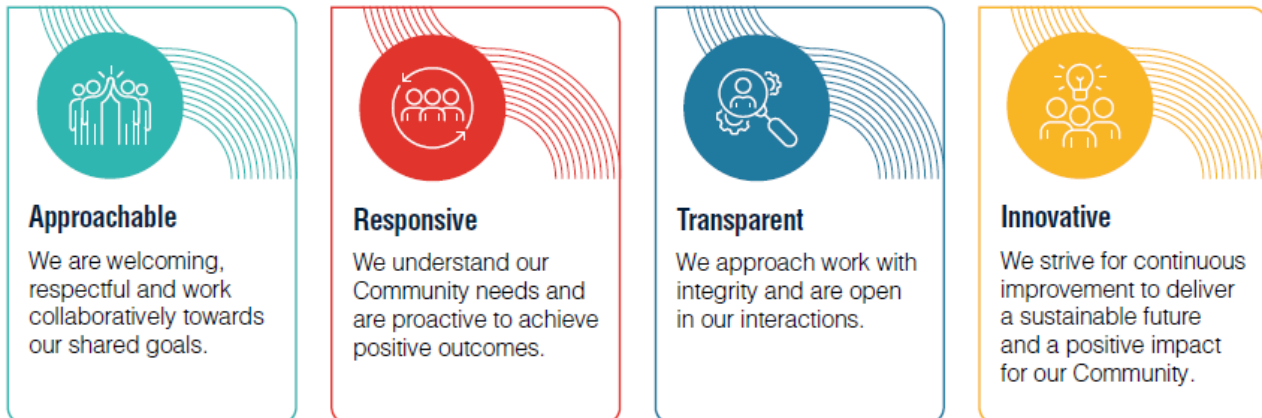
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:



Reporting Relationships

This position reports to the Lead Business Analyst and has no direct reports.

Business Unit Objective

To lead the delivery of the City's technology portfolio, establish best practice business analysis and project management standards and processes, ensuring that projects are executed efficiently.

Position Overview

The Business Analyst is responsible for the on-going analysis, mapping and, where applicable, re-engineering of the City's operational processes to support the delivery of technology initiatives that enable business units to meet strategic goals.

The Business Analyst will be required to apply robust methodologies to support the Corporate Information Systems Business Unit in identifying and analysing improvements to business processes, electronic system developments, corporate information management, associated workflows and customer service delivery.

Position Objectives

Business Analysis

- Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats.
- Build strong stakeholder relationships with business and IT stakeholders to assist business units define their requirements and understand the technology impacts in all areas of their business.
- Provide a point of contact for project stakeholders relating to the delivery of business analysis activities for operational and capital projects and all other IS interactions.
- Proactively develop business cases and implementation plans, for business process reviews, including the coordination of key stakeholders and associated business officers.
- Devise and document general business requirements.
- Conduct comprehensive business analysis at user/process/system interaction level.

- Review and assess current state processes.
- Design and implement future state solutions including business rules, procedures and policies.
- Develop business process maps for 'as is' and 'to be' states.
- Assist with change projects brought about by process analysis.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Relevant tertiary qualifications in IT or business-related discipline, or demonstrated relevant experience	Essential
Possession of relevant industry certification or equivalent deemed experience (e.g. PMI- PBA, PRINCE2 or PRINCE2 Agile, AgileBA or AgilePM or IIBA Certification)	Essential
Knowledge, Skills, Experience & Abilities	
Strong and demonstrated skills in business process analysis, mapping and re-engineering for change and management of that change.	Essential
Strong analytical skills with a demonstrated ability to identify, report, design and scope changes which will bring significant business and system improvement.	Essential
Demonstrated ability to establish effective working partnerships and engage all levels of staff within the organisation with a strong customer service focus.	Essential

Excellent written and verbal communication skills coupled with the ability to clearly articulate complex issues and concepts on business solutions.	Essential
Demonstrated experience in the development of business analysis and process development within a medium to large organisation.	Essential
Business Analysis experience including demonstrated report preparation such as Business Case proposals, Process Maps and Project Management reports	Essential
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	August 2019	Officer	Project & Solutions Coordinator
Last reviewed/Modified	Date	February 2024	Officer	Service Lead PMO & BS