POSITION DESCRIPTION

Senior Business Analyst

POSITION DETAILS

Position Title	SENIOR BUSINESS ANALYST
Classification	HEW 8
Position Number	TBC
School/Office	Pay Confidence Program
Division	Division of the Chief Operating Officer

POSITION PURPOSE

The Senior Business Analyst bridges current-state payroll operations and future-state system improvements, designing preventative controls and translating business requirements into system and process changes. This role conducts root cause analysis of payroll errors, maps end-to-end payroll processes, identifies control gaps, and designs system configuration changes to eliminate error sources. This role defining business requirements and calculation rules before any remediation calculations begin. The Senior BA ensures every error type has documented business rules, edge cases, and calculation logic to support accurate, consistent, and defensible remediation amounts. The Senior Business Analyst ensures the University not only remediates past errors but implements lasting controls to prevent recurrence, supporting the program's objective of zero future underpayments.

KEY ACCOUNTABILITIES

- Lead root cause analysis workshops to investigate why payroll errors occurred
- Conduct workshops with Payroll, HR, and IR stakeholders to understand each error type
- Document business rules for correct payroll treatment per awards, enterprise agreements, and policies and Define future-state requirements.
- Document business requirements for remediation calculation methodology with worked examples.
- Define data requirements for calculation models and specify required data fields.
- Translate complex award/EA provisions into clear, actionable calculation rules
- Develop future-state process maps showing improved workflows and control points
- Develop operational procedures and work instructions for new/changed processes
- Ensure solutions balance compliance requirements with operational practicality

- Coordinate UAT activities with business users (Payroll, HR, Managers) and manage UAT scheduling
- Document new and changed business processes with clear, user-friendly process maps

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualification in Business, Information Systems, Business Analysis, or related field, or equivalent experience
- Demonstrated experience (3 years+) as a Business Analyst, preferably in HR/Payroll systems or process improvement projects
- Proven experience conducting root cause analysis and translating findings into business requirements
- Strong process mapping and documentation skills using standard notation (BPMN, flowcharts, swimlanes)
- Experience gathering requirements, designing solutions, and coordinating User Acceptance Testing
- Understanding of payroll operations, HR processes, and compliance requirements in Australian context
- Experience with HRIS/Payroll systems (Apay or similar) from a business user or analyst perspective
- Proven ability to facilitate workshops and elicit requirements from diverse stakeholder groups
- Strong analytical and problem-solving skills with structured thinking approach
- Excellent documentation skills with attention to detail and clarity
- Experience designing operational controls, validation rules, and quality checks
- Strong communication and stakeholder management skills across all organizational levels
- Ability to manage multiple competing priorities and deliver to tight deadlines

HIGHLY DESIRABLE

- Experience in payroll remediation, wage compliance programs, or process improvement initiatives
- Knowledge of Australian payroll awards, enterprise agreements, and Fair Work Act requirements
- Experience in Higher Education or public sector environments
- Experience working with legal/compliance teams on regulatory matters
- Knowledge of internal audit methodologies and control frameworks

KEY RELATIONSHIPS

- **This position reports to**: Senior PM Mitigation

- **This position supervises**: None

- **Key internal relationships**:
  Senior Project Manager,
  Payroll OPS team,
  Legal,
  Governance Committees

- **Key external relationships**:
  Partner Organisations,
  Vendors,
  Regulatory Stakeholders

CHALLENGES

- Complexity of root causes: Payroll errors often have multiple contributing factors, requires thorough investigation and systems thinking to identify true root causes beyond surface-level symptoms.
- Stakeholder alignment across competing priorities: Building consensus across Payroll, HR, IT, and management stakeholders with different priorities, risk tolerances; managing conflicting requirements and expectations
- Parallel mitigation and remediation activities: Conducting root cause analysis and solution design while remediation waves are ongoing; managing dependencies between streams and coordinating timelines to avoid disrupting active payment waves
- Dual role in remediation and mitigation: Serving both as Stage 0 requirements analyst for remediation waves AND as mitigation stream process improvement lead; requires effective time management and context switching between tactical and strategic work
- Translating complex award provisions: Converting complex, legalistic award and enterprise agreement language into clear, actionable business rules that operational staff can understand and apply consistently

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

→ Code of Conduct
→ Work Health and Safety and Wellbeing Management System
→ Enterprise Agreement or Award
→ Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Matthew Bond
Date: 29/01/2026