

# POSITION DESCRIPTION

## Senior Business Analyst



### POSITION DETAILS

|                 |                               |
|-----------------|-------------------------------|
| Position Title  | Senior Business Analyst       |
| Classification  | HEW Level 8                   |
| Position Number | NEW                           |
| School/Office   | Office of the Vice-Chancellor |
| Division        | Vice-Chancellor & President   |

### POSITION PURPOSE

The Senior Business Analyst supports the delivery of strategic operational initiatives by providing detailed analysis of current and future business needs. The role is responsible for gathering and documenting current and target state requirements across processes, systems, structures, data, and reporting. It plays a critical role in identifying opportunities for process optimisation and ensuring proposed solutions are aligned with strategic objectives.

### KEY ACCOUNTABILITIES

1. Drive the identification and documentation of complex current and future state requirements across processes, systems, structures, data, and reporting to support strategic initiatives.
2. Gather and manage business requirements, assess interdependencies and change impacts, and prepare feasibility assessments and use cases.
3. Plan and lead workshops, interviews, and engagement activities to gather input, validate requirements, and ensure shared understanding across stakeholders.
4. Assist in the effective transition of knowledge, products, and services during project implementation to ensure continuity and adoption.
5. Contribute to testing and validation processes to confirm solutions meet business needs and deliver intended benefits.
6. Develop and maintain business cases and documentation that clearly articulate objectives, benefits, costs, risks, and support strategic decision-making.
7. Provide leadership, task allocation, mentoring, and quality oversight for a team of Business Analysts to ensure high-quality analysis outputs.
8. Undertake other responsibilities relevant to the role's classification level as required to support project and portfolio delivery.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Degree in Business, Information Technology or a related field with extensive experience in business analysis and improvement in complex environments, preferably within the Higher Education sector. A postgraduate qualification is desirable.
2. Demonstrated ability to assess and document current and future state processes, systems, data, structures, and reporting.
3. Strong analytical, numerical, and problem-solving skills with proficiency in SQL, Excel, ServiceNow PPM tool or equivalent. Ability to work autonomously, manage competing priorities, and meet deadlines in dynamic environments.
4. Proven experience in monitoring, reviewing, and reporting on project and business performance, including the use of KPIs and data-driven insights to support strategic decision-making.
5. High-level written and verbal communication, interpersonal, consultation, and negotiation skills, with excellent documentation capabilities and the ability to present complex information clearly.
6. Strong stakeholder engagement and collaboration skills with a demonstrated ability to develop and implement customer-focused solutions and maintain effective working relationships.
7. Experience supervising staff and managing workloads to ensure consistent, high-quality outputs, including mentoring and oversight of analysis deliverables.

## KEY RELATIONSHIPS

- **This position reports to:** Director, Organisational Change
- **This position supervises:** May be required to supervise up to 2 Business Analysts
- **Key internal relationships:**
  - Chief of Staff
  - Senior Leads, Organisational Effectiveness
  - Organisational Change team
  - Process Specialist and Analysts
  - Divisional and School managers and staff
  - Directors, Deans and Senior Managers
  - Digital Services staff

## CHALLENGES

- Navigating complex stakeholder expectations while ensuring shared understanding of business requirements across diverse teams.
- Balancing detailed analysis and documentation with the need to deliver timely insights that support strategic decision-making and project delivery.

## 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:**

**Date:**