

POSITION DESCRIPTION

Senior Business Analyst



POSITION DETAILS

Position Title	Senior Business Analyst
Classification	HEW 8
Position Number	TBC
School/Office	Portfolio Management Office
Division	Division of Operations

POSITION PURPOSE

The Senior Business Analyst provides strategic business analysis across projects managed by the Portfolio Management Office (PMO). It enables the delivery of integrated, scalable, and compliant solutions that support institutional priorities across the University.

Operating within a complex higher education environment, the Senior Business Analyst operates with agility across functions, translating strategic objectives into actionable requirements and driving solution design and implementation in collaboration with architecture and delivery teams.

This role aligns business analysis practices across the portfolio, fosters data-driven decision-making, and mentors less experienced analysts to build organisational capability.

KEY ACCOUNTABILITIES

- Lead business analysis activities across concurrent projects within the PMO portfolio, ensuring alignment with strategic goals.
- Develop strategies for the continuous monitoring, evaluation and improvement of all aspects of business analysis work using known frameworks.
- Facilitate stakeholder engagement to elicit, validate, and prioritise business needs across academic and professional domains.
- Manage and develop stakeholder relationships through effective communication, negotiation and issues management to define business requirements and trends to enable informed business decisions and service level improvements.
- Work to deeply understand the business need, analyse complex requirements and translate them into functional specifications that guide solution design and delivery.

- Provide plain language advice on technical issues to non-technical audiences.
- Collaborate with project managers, architects, technical business analysts and vendors (as required) to ensure solutions are integrated, scalable, and compliant.
- Evaluate business processes and systems to identify optimisation opportunities and recommend improvements.
- Ensure adherence to data governance, privacy, security and compliance standards in all analysis outputs.
- Produce high-quality documentation that supports solution delivery, stakeholder understanding, and change adoption.
- Support change management planning and contribute to training and communication strategies for solution rollout.
- Proactively identify business and technical risks associated with proposed changes. Develop mitigation strategies and escalate risks and issues appropriately.
- Contribute to benefits realisation planning and tracking, ensuring solutions deliver measurable value.
- Promote consistency in business analysis standards, templates, and methodologies across the PMO.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential

- Tertiary qualifications in Business Analysis, Information Systems, or a related discipline, or equivalent extensive experience.
- Demonstrated experience in leading business analysis for complex projects within a large organisation.
- Proven ability to lead, engage and influence diverse stakeholders, including senior academic and professional staff.
- Strong analytical and problem-solving skills, with experience in process mapping and solution design.
- Expertise in business process modelling, requirements elicitation, and solution specification.
- Excellent written and documentation skills.
- Excellent verbal and facilitation skills, communication skills, including the ability to present findings and recommendations.
- Experience working in agile and hybrid project environments.
- Experience defining benefits and success measures and supporting benefits realisation tracking.

Technical Proficiency

- Strong capability with business analysis and modelling tools (e.g., BPMN, UML, Visio, JIRA, Confluence).
- Experience with data analysis and reporting tools (e.g., Power BI, Tableau) to support analytical outputs.
- Understanding of integration concepts, APIs, and system interoperability in enterprise environments.
- Familiarity with enterprise architecture principles, data governance, and compliance frameworks.

Desirable

- Certification in business analysis (e.g., CBAP, CCBA, IIBA Agile Analysis).
- Certification in agile delivery (e.g., SAFe, Scrum).
- Experience in higher education or public sector environments.
- Knowledge of benefits management practices and frameworks.

KEY RELATIONSHIPS

This position reports to: PMO Program Director

This position supervises: None but may be required to mentor more junior Business Analysts

Key internal relationships:

- Divisions and Faculties across the University
- Portfolio Management Office team
- ITDS Project and Delivery Teams

Key external relationships:

- Technology vendors and partners
- Sector forums and working groups

CHALLENGES

- Navigating competing priorities across multiple projects and stakeholder groups with distinct goals and decision-making styles.
- Distilling business needs to identify fit for purpose options.
- Keeping across changing technologies, business processes and industry best practices.
- Ensuring interoperability of solutions across academic, research and professional functions while managing dependencies and avoiding siloed outcomes.
- Operating with agility across diverse domains, adapting quickly to changing requirements and timelines.
- Balancing strategic alignment with operational feasibility in complex project environments.

OCCUPATION SPECIFIC CAPABILITY SET



SFIA Capability	Code	Level	Rationale
Business situation analysis	BUSA	5	Leads investigation of business situations, ensuring analysis informs strategic planning and decision-making.
Business analysis	BUAN	5	Directs and ensures business analysis across domains, advising on requirements with organisational impact.
Business process improvement	BPRE	5	Ensures enterprise-wide process improvement, embedding innovation and efficiency at scale.
Enterprise & business architecture	STPL	5	Aligns solution requirements with enterprise strategies and architectural standards.
Requirements definition & management	REQM	5	Ensures requirements are translated into solution designs and governs their traceability across projects.
Governance	GOVN	5	Advises on and ensures compliance with governance frameworks across business domains.

Stakeholder relationship management	RLMT	5	Manages and influences senior stakeholders, ensuring alignment and consensus.
Change implementation planning & management	CIPM	5	Advises on and ensures organisational adoption of solutions through structured change planning.
Information governance	IRMG	5	Ensures compliance and advises on governance frameworks for enterprise-wide initiatives.
Innovation	INOV	5	Promotes innovative approaches to deliver transformational outcomes.
Measurement	MEAS	5	Defines and ensures measurement of benefits and performance metrics across programs.

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: