

Position Title	Graduate Business Analyst
Department	People and Performance
Unit	
Team	Project Portfolio and Architecture
Supervises	Nil
Reports To	Coordinator Project Portfolio and Architecture
Grade Range	D
Date Prepared	31/07/2024
Date Last Updated	31/07/2024

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The position will work with the project portfolio and architecture team with analysing business requirements, developing functional specifications, and providing support in the delivery of ICT projects and solutions. This position will act as an intermediary between technical staff and end users to align business needs with system design and useability.

Accountabilities

- Collaborate with customers to identify and analyse business requirements, develop user stories, use cases, and create detailed functional specifications
- Work closely with vendors, team members and stakeholders to develop solutions that meet the business requirements specified.
- Develop and maintain project documentation, including business cases, requirements specifications, process maps, system modelling and user documentation.
- Conduct research and analysis to identify opportunities for process improvement and business value creation
- Provide subject matter expertise on technology trends, best practices, and emerging technologies in order to make recommendations for technology solutions that meet business needs.
- Provide a high level of customer service to both internal and external customers, with a particular focus on continuous improvement and enhancing the customer experience.
- Additional duties as required within the limits of the employee's skill, competence and training

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Labourer/ TAG

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Foundational
	Display Resilience	Foundational
	Act with Integrity	Foundational
	Safety and Accountability	Foundational
 Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Foundational	<ul style="list-style-type: none"> Keeps team and supervisor informed of what he/she is working on
Personal Character		
Display Resilience	Foundational	<ul style="list-style-type: none"> Adapts to changing work tasks and environments
Results		
Plan and Prioritise	Foundational	<ul style="list-style-type: none"> Understands team objectives and own contribution

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Currently undertaking or completed in the last 2 years, tertiary qualifications in Business Analysis, Project Management or Information Technology or related discipline
- Drivers Licence

Essential Experience

- Understanding of the various software development lifecycles, e.g. Agile and waterfall
- Strong problem solving skills, with ability to make recommendations based on analysis of business requirements and needs.
- Sound collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service
- Well developed communication skills to present analytical findings effectively to both technical and non-technical customers.
- Demonstrated commitment to Council's values

Desirable Qualifications and or Experience

- Experience in ICT business analysis
- Experience in presenting clear and concise solutions, business requirements and improvements to solve business systems challenges.
- Understanding of the various software development lifecycles, e.g. Agile and waterfall
- Experience in technical process mapping and documenting complex business processes
- Demonstrated experience in project management and delivery
- Proficiency in using the Microsoft Power Platform, including Power BI and Power Apps
- Public sector experience

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>