

ROLE DESCRIPTION

Business Analyst – Digital Applications



Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Courts, Tribunals and Service Delivery / Strategy, Reform and Support / Digital Portfolio Team	
Location	Parramatta	
Classification/Grade/Band	7/8	
Role Number	TBA	
ANZSCO Code	261111	
PCAT Code	1226164	
Date of Approval	19 February 2024	Ref: CATS0189
Agency Website	www.dcj.nsw.gov.au	

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Business Analyst works as part of a multi-disciplinary team responsible for digital product definition, development, implementation, maintenance and enhancement. The role leads the review and analysis of the organisation's business requirements, intentions, services, processes and information needs to identify changes that lead to business improvements.

Key accountabilities

- Work with Senior Business Analyst and Product Team to plan, support and deliver business analysis work for approved initiatives.
- Review and analyse the Division's business objectives, services, processes and needs to identify and document changes for new business solutions and enhancements.
- Support strategy development for continuous monitoring, evaluation, and improvement of all business analysis work.
- Support and develop stakeholder relationships through effective communication, negotiation and issue management to define business requirements and trends to enable informed business decisions and service level improvements.
- Contribute to the development of project plans such as implementation plans, requirement gathering, specifications, change management, user acceptance testing, training to support business initiatives and strategic goals.
- Communicate technical advice to non-technical audiences using plain language.

Key challenges

- Managing deliverables independently against rapidly shifting priorities to respond to internal and external demands.
- Consulting and negotiating with diverse stakeholders.
- Keeping across changing technologies, business processes and industry best practices.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues and receive instructions. • Provide regular updates on key projects, issues and priorities.
Work Team	• Work collaboratively to achieve the team's business outcomes. • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding the implementation of innovation and best practice.
Stakeholders	• Consult with business users to understand business needs, gather information and analyse requirements. • Resolve issues and provide solutions to problems. • Provide strategic advice for business improvement.
External	
Vendors / Service Providers	• Detail requirements with vendors to provide solutions to issues or enhancements.

Role dimensions**Decision making**

The role will operate with a high level of autonomy within the requirements of the agreed work plan and established strategic operational priorities in consultation with the Manager, Digital Portfolio Products and Engagement.

Reporting line

The role reports to the Manager, Digital Portfolio Products and Engagement.

Direct reports

Nil.

Budget/Expenditure

As per the Financial Delegations.

Key knowledge and experience

Demonstrated relevant professional experience in an equivalent role .

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		Identify and share business process improvements to enhance effectiveness	
	Project Management Understand and apply effective planning, coordination and control methods	- Understand all components of the project management process, including the need to consider change management to realise business benefits - Prepare clear project proposals and accurate estimates of required costs and resources - Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements - Identify and evaluate risks associated with the project and develop mitigation strategies - Identify and consult stakeholders to inform the project strategy - Communicate the project's objectives and its expected benefits - Monitor the completion of project milestones against goals and take necessary action - Evaluate progress and identify improvements to inform future projects	Adept

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at:

<http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific>

Focus Occupation Specific Capabilities

Capability name	Capability Set	Level
Capability description		

Business Strategy and Planning - Business Process Improvement

The creation of new and potentially disruptive approaches to performing business activities in order to create business opportunities; deliver new or improved products/services; or to improve supply chains. The identification and implementation of improvements to business operations, services and models. The assessment of the costs and potential benefits of the new approaches. The analysis and design of business processes in order to adopt and exploit technologies to improve business performance. The development of enterprise process management capabilities to increase organisational agility and responsiveness to change.

- Manages the execution of business process improvements. Level 5 - BPRE
- Analyses and designs business processes to identify alternative solutions to improve efficiency, effectiveness and exploit new technologies and automation.
- Develops graphical models of business processes to facilitate understanding and decision-making. Assesses the feasibility of business process changes and recommends alternative approaches.
- Selects, tailors and implements methods and tools for improving business processes at programme, project or team level. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.

Change and Transformation Business Change Management - Requirements Definition and Management

The elicitation, analysis, specification and validation of requirements and constraints to a level that enables effective development and operations of new or changed software, systems, processes, products and services. The management of requirements throughout the whole of the delivery and operational life cycle of the software, system, processes, products or services. The negotiation of trade-offs that are both acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints. The adoption and adaptation of requirements management lifecycle models based on the context of the work and selecting appropriately from plan-driven/predictive

- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity. REQM - Level 4
- Contributes to selecting the requirements approach.
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
- Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.

	approaches or more adaptive (iterative and agile) approaches.
Change and Transformation Business Change Management - Business Analysis The methodical investigation, analysis, review and documentation of all or part of a business in terms of business goals, objectives, functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems. The adoption and adaptation of business analysis approaches based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.	Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes. Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration. Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests. Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. BUAN- Level 4
Relationships and Engagement Stakeholder Management - Relationship Management The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts. Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms. Creatively combines formal and informal communication channels in order to achieve the desired result.	Implements stakeholder engagement/communications plan. Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships. Level 4 - RLMT

NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate