

Role Description

Senior Business Analyst

Cluster	Transport and Infrastructure
Agency	Transport for NSW
Division/Branch/Unit	Customer Strategy & Technology / Technology & Innovation
Location	Level 1, 18 Lee Street, Chippendale NSW 2008
Classification/Grade/Band	Grade 8
Role Number	51016292
ANZSCO Code	224711
PCAT Code	1224949
Date of Approval	November 2020
Agency Website	www.transport.nsw.gov.au

Agency overview

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At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a \$55.6bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of numerous integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Customer Strategy and Technology

The Customer Strategy and Technology division is focused on creating the future of mobility in NSW, and shaping a world-leading transport system for our customers and communities.

Primary purpose of the role

The primary purpose of this role is to provide current and future state analysis, develop new processes and support the design, build, test and implementation phases of ticketing projects, as well as ensuring an effective handover of projects to BAU state.

Key accountabilities

- Undertake analysis of current state business processes, system functions, policies and business rules and conduct change impact analysis to assess the potential implications of changes and document new business rules, functions and requirements.
- Identify and engage with relevant business stakeholders to gather requirements and confirm business outcomes
- Analyse and develop diverse analytics from customer feedback and “To Be” deliverables including change impact assessments, options analysis, business and report requirements and business process flows that support the overall ticketing solution.
- Register, categorise and assess business impacts and risks identified by project teams or stakeholders
- Develop and maintain key stakeholder relationships, and foster collaborative working.
- Develop business processes, as outlined in the business process scope, as well as investigate business requirements and problems and identify available options for consideration, as required.
- Identify opportunities for improving business processes. This will include conducting process re-engineering with stakeholders, analysing feasibility, documenting proposals and implementing changes.
- Ensure all business process project deliverables are completed to an appropriate standard using agreed methodologies, and delivered to the project schedule and budget
- Engage in the planning, preparation and execution of end-to-end business process testing activities, spanning across TfNSW, transport operators and service provider organisations, as required.
- Lead and facilitate workshops for larger stakeholders and gather requirements; develop business requirement documents, including business functions, processes and information flows.
- Act as a mentor and coach to Business Analysts, ensuring appropriate knowledge transfer and upskill
- Provide timely, high level advice to the Transition & Implementation Manager on all aspects of business process analysis, reporting and related issues

Key challenges

- Overcoming significant obstacles to achieve successful outcomes within both resource and time restraints.
- Handling multiple, diverse stakeholders and projects.
- Working in a high-pressured environment balancing competing priorities and demands.

Key relationships

Who	Why
Internal	
Transition & Implementation Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive instructions; provide regular updates on key projects, issues and priorities
Project and program managers	<ul style="list-style-type: none">• Rely on managers for their daily tasks and meet the expectations set in terms of deliverables. Support, provide counsel and assist to ensure successful delivery of the project.
Ticketing Solutions Development team	<ul style="list-style-type: none">• Develop relationships in terms of developing an options paper. Collaborate, support and manage for successful delivery of the project.

Who	Why
External	
Transport operator stakeholders	<ul style="list-style-type: none"> Collaborate and engage operators as part of the project life cycle to understand the impact of the change. Engaging stakeholders to gather requirements, document, workshop and help to build confidence.
Vendors	<ul style="list-style-type: none"> Collaborate and engage vendor understand impact of the change.

Role dimensions

Decision making

As per the delegation level of the role.

Reporting line

This role reports to the Transition & Implementation Manager.

Direct reports

This role may have Business Analysts as direct reports as and when project demands require such resources to be engaged.

Budget/Expenditure

NIL

Essential requirements

- 8+ years in a similar role
- Experience in applying a broad range of business analysis techniques to complex business requirements, including the use of process flows and process testing.
- Experience in planning and management of complex issues and competing priorities in complex environment and in multiple projects.
- Experience with full Systems Development Life Cycle (SDLC), which includes researching solutions and options, validation and acceptance of business solutions, reports and business processes, business process testing, writing business test cases.
- Experience in vendor management, regulation and policy changes
- Stakeholder management including (presentation to senior management and large group of stakeholders across multiple organisations)
- Experience in developing high quality CIA (change impact assessment), decision papers, concept papers.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

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

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation