Government of **Western Australia**
Department of **Water and Environmental Regulation**

**Job Description Form**

# Senior Business Analyst

| Position Number: | 18093 | Portfolio: | Strategy and Performance |
|---|---|---|---|
| Classification: | Level 6 | Reports to: | Business Engagement Manager, L7 |
| Location: | Joondalup | Direct Reports: | Nil |

## Description

The Senior Business Analyst bridges the gap between business needs and technical solutions. The role includes collaborating with stakeholders and subject matter experts to gather and prioritise business requirements, analyse business processes and data, and identify opportunities for improvement, leveraging a range of business analysis tools and techniques and enabling technologies. They support project management activities, facilitate effective communication between business units and IT teams, and contribute to the successful design and implementation of IT systems and technologies

The Business Engagement Team within the Information Services Directorate is responsible for overseeing business demand for ICT services and managing a portfolio of digital initiatives from concept to resolution. They work in partnership with the business and Information Services teams to facilitate innovative digital solutions which meet customer needs, deliver maximum value and align to DWER's strategic priorities and Digital Strategy.

## Responsibilities

### Business Situation Analysis (BUSA)

- Investigates business situations to define recommendations for improvement.
- Plans, manages and investigates business situation analysis especially where there is ambiguity and complexity.
- Ensures a holistic view is adopted to identify and analyse wide-ranging problems and opportunities.
- Engages and collaborates with a wide range of stakeholders at all levels and conducts stakeholder analysis.
- Gains agreement from stakeholders to conclusions and recommendations.
- Contributes to definition of Information Services standards and guidelines for business situation analysis.

### Requirements Definition and Management (REQM)

- Manages requirements through the entire delivery lifecycle
- Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques.
- Drives requirements definition activities, working collaboratively with stakeholders to elicit, document, prioritise and validate functional and non-functional requirements, user stories and acceptance criteria.
- Maintain traceability matrices to ensure all requirements and changes are tracked and managed throughout the project lifecycle.
- Contributes to the development of Information Services methods and standards for requirements management.
- Obtains input and agreement to requirements from a diverse range of stakeholders.
- Negotiates with stakeholders to manage competing priorities and conflicts.

### *Business Process Improvement (BPRE)*

- Creates new and potentially disruptive approaches to performing business activities.
- Analyses and designs business processes to identify alternative solutions to improve efficiency and exploit new technologies and automation.
- Develops graphical models of business processes to facilitate understanding and decision-making, e.g. business process models, process maps, workflow diagrams.
- Recommends implementation approaches for process improvement initiatives.

### *Business modelling (BSMO)*

- Creating models of complex or ambiguous business scenarios to provide clarity and support decision-making
- Selects appropriate techniques and approaches to ensure models capture the necessary business elements
- Collaboratively validated and refines models with stakeholders, ensuring alignment with business objectives

### *Stakeholder Relationship Management (RLMT)*

- Systematically analysing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.
- Helps develop and enhance customer and stakeholder relationships.
- Implements stakeholder engagement/communications plans.
- 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 the effectiveness of stakeholder management.

### *Other*

- Upholds equity, diversity and inclusion, work health and safety and ethical principles in all aspects of this role.
- Promotes and ensures a safe workplace, addressing both physical and psychosocial safety.
- Applies curiosity and performs other duties as required
- Demonstrates leadership behaviours and upholds our values in all actions.

## SFIA Capabilities

This position operates in accordance with the [WA Public Sector Capability Profile](): Level 6

The [Skills Framework for the Information Age (SFIA)]() skills which apply to this position are outlined below. Employees are required to demonstrate competence and development toward these, which along with the work related requirements form the required capabilities of this position. Further information about the SFIA skills can be found at [https://sfia-online.org/en/sfia-9/all-skills-a-z]().

| SFIA Skill Code | SFIA Skill | SFIA Level |
|---|---|---|
| Core Skills | | |
| BUSA | Business Situation Analysis | 5 |
| REQM | Requirements definition and management | 5 |
| BPRE | Business Process Improvement | 4 |
| BSMO | Business Modelling | 4 |
| RLMT | Stakeholder Relationship Management | 4 |

## Our people, our leaders, our values

At DWER, we see every employee as a leader. This belief drives our success. To support this, we have established clear [Leadership Expectations]().  For this role, is [Personal Leadership](). Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by [values]() created by our people. During the selection process, we will assess your ability to fulfil the role's responsibilities while upholding our values. We expect all employees to embody our values and showcase leadership in all aspects of their work.

**We serve to make a difference | We build trust | We care | Open minds | Better Together**

## Work Related Requirements
**Consider the following requirements in relation to the role description and responsibilities outlined above.**

### *Essential*

- You have relevant tertiary qualifications or extensive experience as a Senior Business Analyst or in a similar ICT role, applying business analysis principles and managing end-to-end requirements. Your practical knowledge of Agile delivery techniques enables you to support iterative development and drive successful business outcomes *(you adapt and deliver results).*
- You have strong conceptual, analytical, and problem-solving skills, allowing you to take a logical and structured approach to identifying business issues, challenges, and opportunities. You apply innovative thinking and enabling technologies to develop solutions that improve business outcomes *(you think through complexity).*
- You have exceptional oral communication and interpersonal skills, demonstrated through your ability to build and maintain collaborative relationships with cross-functional business and ICT teams. You set clear expectations, effectively negotiate with stakeholders at all

levels to achieve alignment, and confidently facilitate workshops and meetings that drive meaningful outcomes *(you connect and influence).*

- You have excellent written communication skills and strong attention to detail, enabling you to clearly translate business needs into functional and non-functional requirements. You communicate complex or technical concepts in a way that is accessible to stakeholders, document processes and workflows, write user stories and acceptance criteria, and succinctly present options and recommendations *(you communicate with clarity).*

### *Desirable*

- You have experience in business analysis for Dynamics and Power Platform, enabling you to assess business needs, define requirements, and support the design and implementation of effective solutions. Your expertise allows you to optimise workflows, enhance user adoption, and drive business improvements through Microsoft technologies
- You have a strong understanding of change management and user-centred design frameworks and principles, applying them to ensure smooth transitions and successful system adoption. You work closely with stakeholders to align technology solutions with user needs, facilitating engagement and minimising resistance to change.

## Special Requirements

- The department will conduct a national police check before offering employment.
- This position requires the ability for independent travel.