

Position Description

Business Analyst

Position Title:	Business Analyst	Directorate:	Community & Corporate Services
Position Number:	100920	Department:	ICT
Employment Status:	Full-Time	Position Type:	Indoor
Employment Type:	Permanent	Location:	374 Main Road, Glenorchy
Classification Structure:	Grade 6		
Reports to:	Coordinator Data Solutions		

PRIMARY PURPOSE:

The Business Analyst is responsible for continuous improvement, optimisation, and effective use of Council's business processes and systems.

The role focuses on:

- evaluating and improving the use and optimisation of enterprise business systems (including ERP, ECM and Microsoft 365 etc)
- Developing, analysing and adoption of new functionality (e.g. workflows, forms, reporting, automation)
- Ongoing analysis and improvement of business processes across Council operations
- Proactively identify, assess and enable adoption of new system functionality (e.g. vendor releases, new modules, workflows, reporting and automation capabilities), ensuring value is realised across Council.
- Providing evidence-based insights to support operational decision-making
- Maintaining high-quality business analysis artefacts and documentation to support governance and compliance

The role contributes to project and transformation initiatives where required but is primarily focused on business-as-usual (BAU) support and continuous improvement activities.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Business Analyst** reports to the **Coordinator Data Solutions** for all operational and management matters.

2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

Accountabilities And Responsibilities

Release Management & Business Systems Assessment	▪ Manage and implement new system releases, features and capabilities (e.g. TechnologyOne, ECM, M365) and identify where they could benefit Council. ▪ Assess the impact, risks and value of new functionality in a Council context. ▪ Work with business stakeholders to inform and support decisions on adoption of relevant capabilities. ▪ Engage with vendors to understand upcoming changes and opportunities.
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Business Process Analysis & Continuous Improvement	- Analyse and document current business processes (“as-is”) to identify inefficiencies, risks and improvement opportunities. - Analyse operational data and issues to identify root causes and improvement opportunities. - Work with business areas to implement practical improvements that are sustainable in day-to-day operations. - Maintain clear and up-to-date process documentation.
System Optimisation & Support	- Identify opportunities to improve how Council systems are used, including workflows, forms, reporting and automation. - Work with ICT teams and vendors to support delivery of system improvements. - Provide advice to business areas on system capabilities and limitations. - Support business validation of changes to ensure they meet intended outcomes (testing performed by relevant technical roles). - Work closely with business to design and build system BPA, dashboards, reporting, e-forms and improve reporting and performance visibility.
Stakeholder Engagement & Requirements	- Work with stakeholders to understand business problems and translate these into clear requirements. - Provide clear, practical insights to support decision-making. - Facilitate workshops and discussions to support decision-making and improvement initiatives. - Ensure requirements are clearly understood, agreed with stakeholders and practical to deliver.
Business Process, Risk & Documentation	- Maintain business analysis artefacts (e.g. requirements, process maps, decision records) in line with Council standards and recordkeeping requirements. - Ensure traceability between business needs, requirements and implemented changes. - Identify and communicate risks relating to business processes, systems and change impacts. - Support governance processes by providing clear documentation and analysis to inform decision-making.
Team Work and Collaboration	- Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. - Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. - Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. - Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. - Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. - Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. - Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication

	Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	- Represent the Council in a professional and positive manner - Ensure that a high standard of customer service is maintained to both internal and external customers. - Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	- Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives. - Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. - Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. - Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. - Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. - This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	- Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. - Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. - Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. - Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. - Proactively identify areas of non-compliance and support the implementation of corrective actions. - Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. - Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. - Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.

Key Selection Criteria

Essential Qualifications	Tertiary qualification in Business Analytics, ICT or Information Systems or other relevant qualification and demonstrated experience (5+ years) in business analysis and/or enterprise systems implementation.
Desirable	- Experience in ERP platforms and ECM records systems (TechnologyOne or similar) within complex or enterprise environments. - Exposure to workflow automation (e.g. BPA / Power Platform), change management frameworks or similar transformation delivery approaches.
Licences	Drivers Licence (preferred but not essential)
Skills and Experience	- Demonstrated experience as a Business Analyst in operational (BAU), continuous improvement or system optimisation environments. - Strong experience in business process modelling and Lean principles, requirements elicitation and stakeholder facilitation across multiple business areas. - Proven ability to work across both business and technology domains, translating business needs into clear, actionable requirements and improvement outcomes. - Demonstrated ability to evaluate new system capabilities or vendor releases and translate these into practical business improvements. - Demonstrated ability to operate in complex environments, using a curious mindset and structured analysis to explore problems, identify root causes and shape clear outcomes. - Strong analytical, problem-solving and documentation skills, with the ability to produce clear and structured deliverables.

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

Our Values



WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters



WE ARE TRUSTED

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn



TOGETHER WE ARE BETTER

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge



WE DELIVER

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own

We trust and are **TRUSTED** by each other

We know that by working **TOGETHER** we achieve better outcomes

We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	