

Senior Business Analyst

Description

Level: Senior – EL1 equivalent

The Change and Project Management Office (CaPMO) of the DITRDCA is seeking a Business Analyst to undertake research, discovery and analysis of business requirements, to scope, design and implement an online Program and Project Management and Reporting Tool (PPMRT).

The Change and Project management Office (CaPMO) enhances the departments capabilities by supporting Projects through tailored training, developing standardised processes, and analysing project performance. It ensures decision-makers have access to quality information and helps projects achieve strategic and operational objectives.

The project aims to implement an off-the-shelf program and project management and reporting tool within the department to improve the management and reporting of its programs and projects. This initiative will involve a comprehensive discovery phase, during which requirements will be gathered from a diverse group of stakeholders, including project managers, business owners, and senior executives, to ensure the tool aligns with their specific needs. In addition, the project will include a detailed review of the department's current project management processes, reporting, and frameworks. This review will enable the tailoring of the software to meet the department's needs, ensuring it enhances operational efficiency and supports decision-making.

The BA will:

- Review current project management processes, reporting, and frameworks.
- Engage with stakeholders, such as project managers, business owners, senior responsible officers, etc., to gather and validate functional and non-functional requirements from a project perspective.
- Document current and future state workflows to inform system design and change planning.
- Develop a Business Requirements document, including functional and non-functional specifications.
- Support the development of a Project Management Plan (PMP) by aligning requirements with delivery scope.
- Facilitate communication between technical teams and business stakeholders, ensuring mutual understanding and agreement.
- Produce relevant artefacts and actively participate (and at times lead) in stakeholder workshops, meetings, and stakeholder sessions.
- Assess initiative-level reporting needs and determine feasibility of integrating them into the PPMRT.
- Evaluate existing internal systems for potential use in initiative tracking, including hybrid options.
- Review a customised version of a PPMRT used by another department to assess adaptability. Provide a recommendation report outlining viable options for government initiative-level reporting, including risks and dependencies.

Deliverables may include (but will not be limited to):

- Detailed Discovery Report
- Current vs Future State analysis and workflows
PMP input
- Stakeholder Engagement Plan

Hiring organization

Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Employment Type

Contractor

Beginning of employment

Before Christmad

Duration of employment

6 months

Closing Date

02.11.2025

- Detailed Business and System-based Requirements and Specifications
- Communicative and reporting artefacts and tools, to support stakeholder discussions and change management activities.
- Initiative Reporting Assessment
- Comparative Review Report (based on precedents of existing PPMRTs)
- Recommendation Report.

Key duties and responsibilities

Research and Analysis:

- Conduct a thorough review of current project management processes, reporting, and frameworks.
- Undertake research and discovery activities to gather business requirements

Stakeholder Engagement:

- Engage with various stakeholders including project managers, business owners, and senior responsible officers to gather and validate functional and non-functional requirements.
- Facilitate communication and ensure mutual understanding between technical teams and business stakeholders.

Documentation and Reporting:

- Document current and future state workflows to inform system design and change strategies.
- Develop detailed business requirements documents, including functional and non-functional specifications.

Planning and Implementation:

- Support the development of a Project Management Plan (PMP) by aligning requirements with the delivery scope.
- Participate in, and at times lead, stakeholder workshops, meetings, and sessions.

System Evaluation and Recommendation:

- Assess reporting needs at the initiative level and evaluate the feasibility of integrating them into the PPMRT.
- Evaluate existing internal systems for potential use and assess hybrid options.
- Review customized versions of PPMRTs from other departments to assess adaptability.
- Provide a recommendation report detailing viable options for government initiative-level reporting, including risks and dependencies.

Artefact Production:

- Produce relevant artefacts to support stakeholder discussions and change management activities, such as detailed discovery reports, comparative reviews, and recommendation reports.

Qualifications

Australian Citizen with Baseline Clearance

Experience

Criteria

The buyer has specified that each candidate must provide a one page pitch to address all criteria specified. This is equal to 5000 characters.

Essential criteria

1. Business modelling: Level 4 (SFIA)

Conducts advanced modelling activities for significant change programmes and across multiple business functions. Has in-depth knowledge of organisation-specific techniques. Plans own modelling activities, selecting appropriate techniques and the correct level of detail for meeting assigned objectives. May contribute to discussions about the choice of modelling approach. Obtains input from and communicates modelling results to senior managers for agreement.

2. Business process improvement: Level 5 (SFIA)

Manages the execution of business process improvements. 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.

3. Business situation analysis: Level 5 (SFIA)

Plans, manages and investigates business situation analysis where there is significant ambiguity and complexity. Advises on the approach and techniques to be used for business situation analysis. Ensures holistic view adopted to identify and analyse wide-ranging problems and opportunities. Engages and collaborates with a wide range of stakeholders, including those at the management level. Gains agreement from stakeholders to conclusions and recommendations. Contributes to definition of organisational standards and guidelines for business situation analysis.

4. Consultancy: Level 5 (SFIA)

Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required. Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

5. Feasibility assessment: Level 4 (SFIA)

Selects relevant feasibility assessment approaches and techniques. Identifies the range of possible options. Undertakes short-listing of options and feasibility

assessment. Engages with internal and external stakeholders to get the information required for feasibility assessment. Supports preparation of business cases including cost/benefit, impact and risk analysis for each option.

6. Requirements definition and management: Level 5 (SFIA)

Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives. Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques. Contributes to the development of organisational methods and standards for requirements management. Obtains input from, and agreement to requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. Establishes requirements baselines. Ensures changes to requirements are investigated and managed.

Desirable criteria

1. Methods and tools: Level 4 (SFIA)

Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.

2. Stakeholder relationship management: Level 5 (SFIA)

Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders. Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.

Skills

- People-centred product design
- Strong written communication
- Interpersonal skills
- Problem solving and solution-based thinking
- Business analysis and requirements gathering
- Research and discovery
- Product based development
- Process mapping and design
- Document and artefact development
- User stories and acceptance criteria development
- Understanding of APIs and system integrations