



## Position Description

<b>Position Title:</b>	Senior Business Analyst	<b>Classification Level:</b>	6
<b>Position Number:</b>	32504	<b>Reports to:</b>	Manager Corporate Systems Support L7
<b>Directorate:</b>	Service and Invest	<b>Supervises:</b>	0 FTE
<b>Branch/Section:</b>	Technology Services/Application Support	<b>Location:</b>	Perth Metropolitan Area

## Our Values

### Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

### Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

### Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

### Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

## Role Summary

The Senior Business Analyst provides business analysis services and deliverables to support the digital transformation and continuous improvement of business processes within the Department of Housing and Works (DHW). The role requires the application of relevant frameworks, methodologies and standards to document business and system processes and functions and assess the impact of organisational and systems changes.

## Responsibilities

- Apply business analysis techniques, including business process reviews and process mapping, to identify opportunities to automate and/or enhance business processes.
- Assess the business impact of organisational and systems changes and provide high level advice and expertise for the continuous improvement of business processes and functions.
- Perform business requirements gathering and assist in the solutions design process, including planning, management, analysis, and managing documentation and communications.
- Build customer relationships and liaise with business stakeholders to ensure that project and architecture deliverables are consistent and align with the strategic direction of the Department.
- Perform system analysis, system administration, configuration and workflow maintenance of the Department's ITSM (Information Technology Service Management) application.
- Demonstrate the value of improved business processes, governance frameworks and visibility of technology-enabled benefits, risks, and opportunities to deliver successful business outcomes.
- Undertake account management role servicing key customers.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.



- Perform other duties as required.

### Essential Requirements

- Demonstrated experience in requirements gathering and solutions design that facilitates change across a complex environment and implements solutions that meet customer requirements.
- Proven ability to translate technical concepts into business context, develop business process maps, and convert business requirements into technical specifications, to facilitate effective communication and understanding by all parties.
- Practical experience delivering functional and capability analysis, and system configuration and workflow maintenance of an ITSM
- Demonstrated ability to manage multiple, simultaneous analysis activities and priorities.
- Highly developed communication, interpersonal and negotiation skills with ability to liaise and deliver a customer-centric service.

### Desirable Requirements

- Relevant tertiary qualifications.
- Possess CBAP, PRINCE2, PMI-PBA, ITIL or equivalent qualifications.
- Knowledge and experience in providing business analysis services within a government or large corporate environment.

### Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

### Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.



Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

## **Certification**

Verified by: Amy Berendsen, Senior HR Consultant, April 2026

Classification Evaluation Date: May 2019