



# Business Analyst

<b>Branch:</b>	Evaluation and Engagement
<b>Directorate:</b>	Office of the Director General
<b>Position Number:</b>	00027342
<b>Classification:</b>	Level 5
<b>Physical Location:</b>	Perth (William Street)
<b>Award/Agreement:</b>	Public Service Award & Public Sector CSA Agreement 2024 & Public Sector CSA Agreement 2024

## Our purpose: Empowering a Thriving Community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



Working **together**,  
we get things done.



Looking after **ourselves**  
and supporting **others**.



Always open to  
**possibilities**.



Taking ownership,  
we **deliver**.

## Overview of the Directorate

The Office of the Director General (ODG) is responsible for communications, Ministerial and Parliamentary liaison, governance, risk management, and audit within DTMI. ODG also provides executive, governance and strategic support to the Director General, DTMI Transport's Corporate Executive, the Transport and Major Infrastructure Portfolio agencies and the Governance Council, as well as the Offices of the Minister for Transport; and the Minister for Ports.

## Overall Purpose of the Role

Supports the Manager Evaluation and Engagement to promote a stronger culture of evaluation and engagement across DTMI, by collecting, analysing and interpreting data and disseminating information and insights for DTMI teams, while also supporting the implementation of comprehensive and integrated evaluation and stakeholder strategies across DTMI. This is done to support community involvement in decision-making processes and help DTMI quantify and better understand its impact in the Western Australian community.

Gathers and analyses historical and current data to create insightful reports and dashboards. While working closely with cross-functional teams to understand data requirements and develop reports and visualisations that drive insights and help stakeholders to make evidence-based decisions

## Work Description

1. Upholds effective relationships with internal and external stakeholders to understand their data, needs and objectives, and how this aligns to DTMI's stakeholder engagement and evaluation efforts.
2. Works with DTMI business units and cross functional teams to identify and draw insights from research and data collected by or on behalf of DTMI (or shared with DTMI by Transport and Major Infrastructure Portfolio agencies) about its customers and the community's transport preferences and behaviours to support DTMI's achievement of its strategic priorities.
3. Supports the development and implementation of evaluation frameworks and methodologies to assess customer satisfaction, customer engagement and help DTMI quantify and better understand its overall impact in the community.
4. Leads the collection, contract management, analyses, and interpretation of data to support strategic communications projects and engagement activities, including targeted education campaigns and community behaviour change initiatives.
5. The evaluation and engagement stream is responsible for developing and implementing a customer and audience 'Insights hub'. This business analyst will draw on their technical expertise to support, and craft customised, user-friendly reports and dashboards to increase access to and useability of data across teams.
6. Extracts, collates, and manipulates data from various sources, and performs complex data analyses to extract useful insights, identify trends, recommend solutions, and influence decision-making.
7. Prepares timely and accurate reports and presentations to effectively communicate findings and recommendations for DTMI's senior management or other DTMI key stakeholders.
8. Manages and maintains databases and reporting spreadsheets to support the financial, monthly and adhoc reporting requirements of business units.
9. Implements and recommends best practice research, analysis, evaluation, and data visualisation / reporting techniques, and identifies opportunities for continuous improvement and the use of new technology or approaches as appropriate.
10. Supports DTMI's compliance with relevant regulations, policies and guidance in stakeholder engagement and evaluation activities.
11. Represents the Manager on internal and external committees and working parties as required.
12. Performs other duties as directed.

## Work Related Requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

### Criteria

#### ESSENTIAL:

1. Demonstrated experience as a business or data analyst, with strong conceptual, research, evaluation, analytical and problem-solving skills.
2. Demonstrated experience in developing meaningful and accurate reports and dashboards using data visualisation tools such as Microsoft Power BI, Tableau or similar.
3. Strong understanding of data structures and the use of database software for analysing modelling, documenting, and reporting data.
4. Well-developed interpersonal and communication skills with the ability to articulate complex data insights to non-technical stakeholders, and the ability to work effectively in a team environment.
5. Well-developed work organisation skills, including the ability to manage conflicting work demands, work to deadlines, and work with minimal supervision.

#### DESIRABLE:

1. A degree in business administration, computer science, business information systems, business or marketing management or a related field.
2. A degree or experience in market, social research or evaluation.
3. Working knowledge of data analysis or statistical programming software such as SPSS, Python, R or similar.
4. Working knowledge of Microsoft Co-Pilot or other A.I. software, and its potential application in stakeholder engagement and evaluation methodologies.

## Reporting Relationships

Director Strategic Communications and Engagement, Level 8



Manager Evaluation and Engagement, Level 7



**This Position**



Nil

## Allowances/Special Conditions

A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

**Chief People Officer  
People and Culture**