

Role Charter

POSITION:	BUSINESS ANALYST
Reports to:	Senior Business Analyst
Accountable to	Director City Services
Group:	City Services
Date revised:	May 2025

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To support the delivery of service efficiency programs to transform business practices and support sustainable improvements.

To coordinate qualitative and quantitative data and statistical analysis, and the preparation of comprehensive reports, to facilitate continuous improvement and service efficiency across City Services and improve outcomes for our community.

Core Accountabilities

1. Developing positive, collaborative and sustainable relationships across the City Services Directorate.
2. Promote, and support stakeholders with maintaining a culture of business excellence across the City Services Directorate.

3. Accurately elicit, collect, collate and analyse qualitative and quantitative data across multiple business functions to identify continuous improvement and service efficiency opportunities across the City Services Directorate.
4. Design and write detailed reports and documentation to assist with the delivery of high-quality data assets and tools including the creation of statistical graphics, plots and information graphics to visually communicate quantitative messages.
5. Collaborate with key stakeholders to elicit, analyse, review and document current state business processes and service delivery, to support the research, identification and recommendation proposals for process optimisation and business improvement projects.
6. Support the delivery of business improvement projects and supporting associated change management from inception to completion.
7. Develop capability and understanding of organisational excellence and business improvement rationale and principles through knowledge sharing and coaching including supporting internal customers with the use of tools and methodologies.
8. Assist in the development and maintenance of a reporting platform that captures key metrics and data in support of organisation excellence across the organisation.

Undertaking any other duties, projects or tasks as directed by the Senior Business Analyst which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Tertiary qualifications in Business, Accounting, Auditing, Business Analytics or similar discipline, or demonstrated significant experience in a similar role.
2. Highly developed verbal and written communication and interpersonal skills coupled with the ability to consult, negotiate, influence and develop effective relationships with stakeholders at all levels.
3. Strong analytical and problem-solving skills with proven experience in collating, analysing and interpreting complex qualitative and quantitative data.
4. Excellent report writing and documentation design skills with experience in the development and delivery of documentation to assist business planning, forecasting, education and process improvement.
5. Demonstrated experience and knowledge in implementing Business Excellence, Lean Six Sigma, Human Centre Design and other recognised process improvement methodology and techniques.
6. Highly developed organisational skills with the proven ability to manage projects with competing priorities whilst meeting deadlines.

Desirable Criteria

1. Experience in supporting, developing and implementing improvement systems in a local government environment.

Date:

Agreed:

Employee Name

Employee signature