

Role Charter

POSITION:	SENIOR BUSINESS ANALYST
Reports to:	Director City Services
Accountable to	General Manager
Group:	City Services
Date revised:	10/01/2024

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 develop and lead a service efficiency program to transform business practices through strategic decisions to support sustainable improvement.

To provide City Services with accurate and timely qualitative and quantitative data analysis that will drive continuous improvement, service efficiency and improved outcomes for our community. This includes:

- Collaborate with key stakeholders to drive improved understanding of the various systems of work and the processes that bring these systems to life; and
- Evaluating data to identify opportunities to drive improvements to enhance business practices, deliver desired outcomes and offer sophisticated interpretations to drive success across the City Services directorate.

Leadership

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community.

The leader is committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the leader will:

- Actively model and champion Council's Guiding Principles
- Actively participate in open and genuine discussion, collaborating and partnering within the team and across the group's departments to capitalise on existing and emerging knowledge and experience
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential
- Be an active and visible presence across the organisation

Management

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The leader will:

Manage people

- Supervise, support and coach staff in undertaking the work and projects of the team
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing
- Contribute to a positive employment relationship
- Champion a safe and healthy workplace and fair and equitable work practices
- Demonstrate effective communication, problem solving and interpersonal skills

Manage operations

- Support the Director and the team in the effective delivery of Council's services
- Oversee and implement actions and tasks as identified in the Operational Plan
- Supervise the daily operations of the team within identified budgets, delegations and administrative processes
- Inform and participate in annual planning and reporting processes
- Implement procedures and other tools that support implementation of adopted strategies and policies
- Provide timely and accurate information to the Director
- Administer and comply with the organisations policies and procedures
- Administer and undertake training and development

Manage relationships

- Act as the primary link between the Director and the Team
- Participate in nominated cross organisational teams
- Establish and maintain productive relationships

Manage performance

- Have input into business plans for the section for integration with Council's Strategic Planning
- Monitor and report on team performance
- Identify opportunities for employee development and performance improvement within the Council's workforce development framework
- Focus on the continuous improvement

Core Accountabilities

1. Developing positive, collaborative and sustainable relationships across the City Services Directorate and Council
2. Supporting the creation of a culture of business excellence across the City Services Directorate
3. Further the understanding of our systems of work, identifying key processes and creating systems to capture, report and monitor relevant data.
4. Deliver high-quality data assets and tools including the creation of statistical graphics, plots and information graphics to visually communicate quantitative messages to make data more accessible, understandable and usable.
5. Investigating, analysing reviewing, socialising and documenting requirements for business improvement projects.
6. Conducting detailed feasibility and cost benefit analysis (including financial modelling) to prepare initial statement of requirements / recommendations to proceed.
7. Leading significant change management and business improvement projects from inception to completion (with key emphasis on socialisation) with appropriate consideration of financial, strategic and cross-organisation impacts achieved through leadership, organisational knowledge, innovative solutions and stakeholder engagement.
8. Analyse internal and external business information to provide historical, current and predictive views of business operations and timely retrospective service analysis to identify business opportunities.

9. Provision of accurate, timely and meaningful business performance reporting, including program and individual project reports and develop indicators that will enable City Services to measure its success in improving and implementing processes to achieve sustainable excellence.

Undertaking any other duties, projects or tasks as directed by the Director City Services 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. Excellent verbal and written communication and interpersonal skills demonstrated by skill in consultation, negotiation, influencing, and the capacity to develop, manage and leverage effective relationships with all stakeholders at all levels.
3. Strong analytical and problem-solving skills with sound knowledge of and/or practical experience in data capture, extraction, analysis and preparation of reports to assist in business planning, forecasting, education and process improvements.
4. Extensive experience in implementing Business Excellence, Lean, Six Sigma, Human Centred Design or other recognised process improvement methodology and techniques.
5. Demonstrated project management experience with the ability to coordinate and manage multiple projects and resources effectively to achieve goals to meet planned targets, deadlines and commitments.
6. Experience in managing complex datasets and conducting quantitative and/r qualitative statistical analyses including a demonstrated aptitude for understanding, manipulating and cleaning complex datasets.
7. Well-developed business acumen and critical thinking skills with the ability to critique budgets, analyse data and compile reports.
8. Ability to gain respect, integrity and trust through contemporary leadership and inspire others to follow, engage and participate in change processes.

Desirable Criteria

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

Date:

Agreed:

Employee Name

Employee signature