

Senior Business Analyst

Classification	Band 5
Team	Customer Insights and Experience
Reporting to	Product Owner – Customer Insights and Experience
Location	Hybrid Bendigo
Effective Date	January 202

Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	We are brave in our decision making and take action. We make good judgements based on evidence and we follow through.

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

The Business Analyst will report to the Product Owner – Customer Experience and Insight and will have a matrix reporting line through to the Enterprise Lead BA to ensure alignment with enterprise standards for BA practice deliverables and professional development.

The focus of the role is principally in the Customer and Stakeholder Experience Business unit, however it is expected that the role will be collaborating actively with various teams and programs of work in service of helping to deliver Coliban Water's transformation agenda whilst delivering high quality requirements into our business as part of a BAU program of work. The role will be responsible for applying the organisations business analysis framework, tools and systems to provide recommendations for process redesign and improvements, increasing the standard utilisation of Salesforce, and extracting real customer and agent benefit by leveraging the tools we have invested in.

The Business Analyst will undertake the full range of business analysis tasks such as requirements elicitation, documentation and development into Features/Epics/User Stories. The BA will be required to support the development of appropriate test cases alongside the Product Owner and Business SME. The Business Analyst will be required to document current and future state processes to L3/L4 BPMN standard. The Business Analyst will need to consult, collaborate and coordinate with business subject matter experts and stakeholders to ensure all requirements reflect the delivery of value, and align with future state strategy.

Position dimensions

Capital and expenditure budget	In Accordance with the Organisational budget
Authorities/delegations	Please refer to the financial delegations Policy
Number of reports	Nil
Internal working relationships	All Areas of Coliban Water, in particular the Customer and Stakeholder Experience team and our CRM and tech delivery partners
External working relationships	Consultants, Strategic business partners, contractors
Other	

Key result areas

Business Analysis

- Under the leadership of the Product Owner, apply the business analysis framework and systems to enable change by defining needs and facilitating the development of options that deliver value to the organisation
- Collaborate in the planning, design, development, and deployment of new business systems and processes, and enhancements to existing systems and processes.
- Assist to facilitate workshops, interviews, and focus groups with stakeholders to elicit, analyse and document requirements and management of requirements traceability
- Accountable for creating and capturing accurate and complete records of the business activities, in accordance with BA framework and standards
- Proactively identify, document, and prepare recommendations and alternatives to address existing waste, and potential efficiencies, and improvements for customers and agents in processes across the organisation to Business Process Owners, Product Owner and Stakeholders.
- Provide support to the Product Owner and Delivery teams during Agile Ceremonies
- Document high quality business and stakeholder requirements that align to approved future state process goals
- Elaborate epics and stories with delivery squads and support the process of ensuring requirements are met.

- Contribute to the preparation of User Acceptance Testing (UAT) plans & scripts and support the business representatives and Business Readiness Lead in conducting of their UAT.
- Actively collaborate with the BA Community of Practice to design and implement actions to build the business analysis knowledge and capability across the organisation, including supporting Managers to be aware of and understand BA tools and methodologies
- Build and maintain strong business relationships with stakeholders, both internal and external
- Role Model Agile practices, and utilisation of tools to support agile practices; JIRA, MIRO, VISIO, Office 365, Excel proficiency.
- Use your Salesforce knowledge to support the development of high quality requirements that leverage the CRM capability to best effect.

Performance level

Action and accountability	<ul style="list-style-type: none"> • This role is required to provide sound advice and recommendations within the constraints of business systems and frameworks, and professional standards. The role will analyse information and systems to identify risks, opportunities and improvements that will be recommended to business process owners. The role may assist to implement recommended solutions will impact on business systems and processes.
Judgement and problem solving	<ul style="list-style-type: none"> • Due to the roles focus on change and improvement, there is a focus will be on developing more effective and efficient work practices. The role will apply professional standards and recognised techniques/ approaches to BA work. This will require the role to recommend systems and processes improvements.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Business Analyst experience, such as requirements elicitation and analysis, and accurate documentation, requirements management, process analysis and modelling, process improvement, business process redesign, use case modelling, data analysis and modelling, cost benefit analysis, decision analysis and root cause analysis. • Strong analytical and organisational skills with a focus on attention to detail and the ability to think laterally and conceptually • Strong salesforce knowledge or similar CRM knowledge in a contact centre or service setting
Interpersonal skills	<ul style="list-style-type: none"> • Strong stakeholder liaison, change management and facilitation skills. This is required to gather information and collaboratively design and develop solutions/recommendations with key stakeholders
Leadership level	<ul style="list-style-type: none"> • Lead self: Core skills demonstrating initiative, collaboration and communication. • Lead others: Leads, guides, and influences a team. • Lead element: Leads the development and growth of a key business capability, core platform, or core technical area.
Qualifications and experience	<ul style="list-style-type: none"> • Experience as a Business Analyst, such as practical experience in agile project delivery frameworks/ or related methodologies • Experience with Salesforce or other CRM implementation • Relevant tertiary degree (e.g. Information Systems, Computer Science, Business); OR • Relevant professional qualifications (e.g. CCBA, Six Sigma, OCEB 2, CSM)

Shared goals

Health safety and wellbeing	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.
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Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Victorian public sector values	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

Assessments and further requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- You may be required to perform additional or supplementary duties from time-to-time consistent with your skills, training, qualifications, and experience.
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

Success profile

- In addition to the qualifications and experience specified above, you will be required to meet the following criteria:
- Proven experience in successfully applying business analysis techniques, methods and tools to achieve business systems projects/organisation changes
- High level analytical and organisational skills with focus on attention to detail and the ability to think laterally and conceptually.
- Strong oral, presentation and written communication skills, including the ability to effectively communicate and engage with team members and a variety of stakeholders.
- Demonstrated experience working in a collaborative environment with high performing teams with high priority deliverables under tight timeframes and balancing competing priorities.