

## POSITION DESCRIPTION

<b>General Information:</b>	
<b>Position Title:</b>	Senior Business Analyst
<b>Incumbent:</b>	N/A
<b>Function &amp; Team/Program:</b>	Digital & Transformation function, Strategy and Transformation team
<b>Location(s):</b>	National Office, Sydney
<b>Manager's Position Title:</b>	Business Analyst Chapter Lead
<b>Manager's Name:</b>	Thanh Nguyen
<b>Date Prepared:</b>	December 2025
<b>Prepared By:</b>	Thanh Nguyen
<b>Approved By:</b>	Jessica Ngui

<b>Primary Purpose of this Position:</b>
<p>This role is part of the Digital &amp; Transformation function, committed in part to driving The Smith Family's Strategy and Transformation Practice. The Senior Business Analyst is a member of the Business Analyst Chapter that sits in the Strategy and Transformation Team, part of the broader D&amp;T Team and reports into the Group Manager of Strategy and Transformation.</p> <p>The primary purpose of this role is to own and oversee the Analysis phase of the Software Development Lifecycle. This includes but is not limited to reviewing business systems and processes, specifying and translating business, functional, non-functional and data requirements for business improvement, conduit and facilitator between technical and non-technical functional teams, and support user story clarity, completeness and UAT.</p> <p>This secondary purpose of this role will be as an active participant and mentor of the Business Analyst Chapter to contribute and influence best practice, agile mind-set culture towards delivery and value, and capability uplift both within the Digital and Transformation function, as well as throughout the organisation as a member of the broader community of practice.</p>

<b>Scope:</b>	
<b>Direct Reports to this Position:</b> By Position Title	<b>Indirect Reports:</b> Total Number
<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>Financial Dimensions controlled by this Position:</b>	
<b>Direct control</b>	<b>Indirect control</b>
<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>Other Dimensions of this Position:</b>	
<p>Other non-financial accountabilities of this position are:</p> <ul style="list-style-type: none"> <li>• Ability to work on multiple initiatives at the same time and help prioritize them within agile delivery teams.</li> <li>• Ability to self-prioritise work based on organisational ambition, goals and strategic foundations.</li> <li>• Ability to conduct a continuous improvement approach to work.</li> <li>• Ability to provide mentoring and support to Business Analysts.</li> </ul>	

<b>Setting Priorities:</b>	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Other, input may be required when working on multiple initiatives concurrently.

<b>Key Relationships:</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>• Other Business Analysts (D&amp;T) – daily interaction</li> <li>• Agile delivery teams – daily interaction</li> <li>• Other platform and service teams (D&amp;T) – weekly interaction</li> <li>• National and Group Managers – regular interaction</li> <li>• BIS Support Desk (D&amp;T) – regular interaction</li> <li>• Other management, staff and stakeholders – regular interaction</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• External Project Vendors – as required.</li> </ul>

<b>Key Decision Making in this Role:</b>
<p>Decisions Expected</p> <ul style="list-style-type: none"> <li>No major decision-making responsibilities for this role. However, the contribution of reliable information to assist business and managers in making informed decisions is required to ensure solutions drive the delivery of TSF strategic objectives.</li> </ul>
<p>Recommendations Expected</p> <ul style="list-style-type: none"> <li>Contribute to design alternatives and recommendations.</li> <li>Business process change alternatives and recommendations.</li> <li>Business analysis methodology technique and tool recommendations that align with best practice.</li> <li>Business analysis artefacts to be produced and where required align with process design principles.</li> <li>Continuous improvements for process automation and re-engineering.</li> <li>AI driven process improvements and solution designs.</li> </ul>

<b>Key Responsibilities / Accountabilities:</b>	
<b>Major Area: Senior Business Analysis</b>	<b>% of Job: 70%</b>
<ul style="list-style-type: none"> <li>Work closely with the business units to understand the goals, needs and functionality for The Smith Family systems and associated processes with strong customer focus that aligns with organisational strategy.</li> <li>Document the requirements, impact assessment, design and process maps for enhancements and fixes. Other project related documents may include RACI matrix, business case and feasibility assessment</li> <li>Advise, negotiate, and facilitate communication between technical personnel, managers, and user/customer groups to ensure the efficient design, development, and implementation of IT systems and process changes.</li> <li>Obtain agreement on requirements and design solutions, and estimate the analysis work effort with security consideration.</li> <li>Provide clear and precise documentation to technical groups, both internal and third parties, to facilitate the development and delivery of IT systems.</li> <li>Working as a key component of a delivery team for enhancing existing or developing new business processes or functionality.</li> </ul>	
<b>Major Area: UAT/Technical Support (where required)</b>	<b>% of Job: 10%</b>
<ul style="list-style-type: none"> <li>Support the creation and execution of the test plans for system and regression testing.</li> <li>Document and investigate issues uncovered during the testing process.</li> <li>Ensure case items are logged and associated correspondence, decisions and status are accurately recorded.</li> <li>Review production feedback and identify process, procedural or technology improvements to reduce re-occurring incidents and provide required support to developers when needed, ie. support and input into root cause analysis.</li> <li>Second-line support for issues and queries arising from production activity.</li> </ul>	
<b>Major Area: Knowledge and team building</b>	

	<b>% of Job: 20%</b>
<ul style="list-style-type: none"> <li>• Provide daily status updates and participate in delivery team meetings/ceremonies.</li> </ul>	
<ul style="list-style-type: none"> <li>• Share learnings and recommend improvements to The Smith Family business analysis and testing approach.</li> </ul>	
<ul style="list-style-type: none"> <li>• Assist, explore and provide recommendations in the development of standardised business analysis and testing methods, documentation and tools.</li> </ul>	

<b>Key Challenges in Achieving Goal(s):</b>
<ul style="list-style-type: none"> <li>• Sufficiently understand the end-to-end business processes and system functionality, so that impact assessment can be accurately identified during the early business analysis process.</li> <li>• Influencing and negotiating with different stakeholders to improve IT designs and processes so that value is continuously added to the overall business.</li> <li>• Determining and documenting requirements and designs that are thorough, address business needs and are understood by technical and non-technical teams.</li> <li>• Introduction of repeatable and robust testing processes so that issues can be uncovered as early as possible in the Software Development Lifecycle.</li> </ul>

<b>Qualifications, Experience and Competencies:</b>		
<b>Education / Qualifications / Memberships:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Tertiary qualifications in computer science, information systems, business analysis or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Certified BA</li> <li>• Certified Product Owner</li> </ul>
<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• At least 3-5 years of experience in analysing requirements</li> </ul>	<ul style="list-style-type: none"> <li>• UAT Testing experience with digital systems</li> <li>• Knowledge of Agile methodology (Scrum)</li> <li>• Knowledge of Lean Six Sigma approach</li> <li>• Knowledge of Human-Centred Design principles</li> </ul>
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Possess strong analysis and documentation ability, including ability to translate business requirements into functional, non-functional and security requirements</li> <li>• Ability to analyse, interpret, and present technical information and concepts.</li> <li>• Well-developed knowledge of the Software Development Lifecycle</li> <li>• Strong analytical and problem-solving skills</li> </ul>	<ul style="list-style-type: none"> <li>• Technical knowledge of system design, database concepts and infrastructure</li> <li>• Knowledge of business value drivers such as sponsorship engagement, revenue generation, cost efficiencies and program effectiveness</li> <li>• Knowledge of AI driven process improvements and solution designs</li> </ul>

	<ul style="list-style-type: none"><li>• Strong verbal and written communication skills</li><li>• Ability to manage expectations and coordinate activity across multiple stakeholders e.g. vendors, business owners, developers</li><li>• Strong commitment to high standards, particularly regarding data integrity, privacy and information security</li><li>• Ability to establish and maintain effective working relationships</li><li>• Highly self-directed and able to manage and prioritise multiple concurrent and competing challenges, issues, ambiguities, and contradictions</li><li>• Knowledge of The Smith Family’s mission, and the nature of services The Smith Family provides</li></ul>	
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