

## Position Description

Position:	Business Analyst (Government Reform)
Classification:	Band 7 (WorkSafe Enterprise Bargaining Agreement 2016-2020)
Business Unit:	Office of the Chief Executive Officer
Position reports to:	Program Director – Government Reform
Position type:	Full-time, ongoing employment
Work location:	215 Spring Street, Melbourne COVID-19 remote working conditions are in place at the time of preparing this Position Description.
Direct Reports:	Nil (this may change as the requirements of the role change over time).

### ABOUT US

Accident Compensation Conciliation Service (ACCS) is a Victorian Government Statutory Authority. ACCS manage disputes related to; unaccepted WorkCover claims, reduction, alteration or termination of weekly compensation, lump sum compensation for permanent impairment claims, payment of medical and like expenses, and return to work and rehabilitation matters. In most disputes, conciliation is a compulsory requirement before taking proceedings into the court system.

ACCS is a purpose driven, values based organisation which helps resolve workers compensation disputes in Victoria between workers, employers, WorkCover agents and self-insurers, using the principles of conciliation and Alternative Dispute Resolution. Requests for conciliation are brought to ACCS by injured workers.

Our work is important because we impact upon many people's lives, every day. We have a responsibility to ensure that strong values and a pursuit of excellence in service delivery guide us in everything we do. Our vision is to be the leading dispute resolution authority in Australia.

### THE IMPACT YOU'LL HAVE....

As the Business Analyst in the Government Reform Program, you will work on multiple projects which are contributing to transforming ACCS' services.

As a member of the Government Reform Program team, your work will result in ACCS delivering new services to Victorians as well as enhancing existing services.

## ACCOUNTABILITIES

- Business process improvement:
  - Analyses business processes;
  - Identifies alternative solutions, assesses feasibility, and recommends new approaches.
  - Contributes to evaluating the factors which must be addressed in the change program.
  - Identify, contribute and create requirements for the implementation of changes in the business process.
- Business analysis:
  - Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change.
  - Applies and monitors the use of required modelling and analysis tools, methods and standards, giving special consideration to business perspectives.
  - Conducts investigations at a high level for strategy studies, business requirements specifications and feasibility studies.
  - Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. Identifies stakeholders and their business needs.
- Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact. Gathers information from a range of stakeholders to understand their needs and detailed requirements.
- Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems.
- Agrees changes to be made and the planning and implementation of change.
- Maintains contact with stakeholders throughout to ensure satisfaction.

## Other

- Any other reasonable and related duties as required to meet the ongoing needs of the organisation.

## KEY RELATIONSHIPS

- General Manager, People & Culture/Program Director, Government Reform
- Government Reform Program team
- Executive Leadership Team
- Project Manager Government Reform
- Communication & Change Lead

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THIS POSITION DESCRIPTION IS AN OVERVIEW OF THE ROLE; CHANGES TO THE ROLE SHOULD BE EXPECTED REFLECTING CHANGES IN ORGANISATIONAL GOALS AND PRIORITIES, ACTIVITIES OR JOB FOCUS

- ACCS Employees
- Strategic Partners

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIREMENTS

- Highly developed business analysis, problem solving, analytical and conceptual skills demonstrated through the appropriate use of judgement in the implementation of business analysis and techniques
- Experience in identifying and documenting business requirements
- Experience in mapping current business processes and developing changed processes to improve efficiency and effectiveness
- Ability to quickly acquire insights into business functions and purpose
- Demonstrated experience managing high value projects in a dynamic business environment; with a proven track record of successfully implementing projects
- Proven track record of stakeholder management skills. Particularly the ability to establish and manage stakeholder relationships to ensure the successful implementation of projects
- Strong communication and interpersonal skills with capabilities in negotiating and influencing outcomes
- Demonstrated consistent sound judgement and ethical behaviour in making and influencing quality decisions, developing innovative solutions, leading, managing and developing self and people
- Excellent verbal and written communication skills with the ability to identify and report relevant information to influence and aid decision making
- An understanding of the complexities and nuances of public sector management, with the capacity to operate successfully in such an environment is highly desirable

## QUALIFICATIONS

### Essential

- Tertiary qualification/s in an appropriate discipline

### Highly regarded

- Project management practice qualification such as Prince 2 or Business Analysis accreditation desired.