

Job Title & Position Number: Business Transformation Analyst (Ref: 1402)

Level: 9/10

Line Manager: Manager ERP and Cybersecurity

Direct Reports: Nil

Location: Civic Centre

Date Reviewed: April 2024

1. Job Purpose

The position provides guidance to subject matter experts (SME's) during the implementation of the City's Enterprise Resource Planning (ERP) system. The position contributes to the delivery of functional areas of the ERP system to ensure solution meets requirements and works collaboratively with business units to drive process and system improvements while identifying implementation readiness.

2. Organisational Context

The position of Business Transformation Analyst is part of the ERP Project Team within the Corporate Services Department. In total, six (6) branches report to the Corporate Services Director. Those branches include Corporate Compliance & Safety, Geraldton Airport, Communications & Tourism, Treasury & Finance, ICT Services and Organisational Development.

3. Key Accountabilities

- Work collaboratively with the ERP Project Team, consultants, and the wider organisation to deliver project objectives by developing and maintaining positive and open relationships.
- Understand and adhere to project delivery processes and project document management guidelines.
- Analyse functional areas for project implementation readiness and provide recommendations for pre-requisites, in-scope activities, and future enhancements.
- Consult with internal stakeholders to facilitate 'as-is' process mapping, elicit information, and drive 'to-be' process improvements with a focus on reduction of waste.

- Contribute on vendor led implementation workshops, user acceptance documentation & testing, creation of training material, and delivery of training.
- Be the primary point of contact for subject matter experts for issue escalations, consultant scheduling, documentation, and be the conduit between SME's and other stakeholders.
- Understand and facilitate data migration tasks of cleansing extracted data and data validation prior to uploading to the new system.
- Contribute to annual ERP upgrades, facilitating and guiding regression testing activities and identifying functional improvements.
- Support the Change Manager with change impact assessments and communicate requirements.
- Support the Change Manager with identifying any barriers to employee acceptance and communicate those to the Project Team.
- Participate in the identification of project related risks and the development and implementation of risk mitigations.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participate in performance management processes; participate in L&D activities including induction, recruitment, and succession planning.
- **WHS** – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near misses.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all relevant legislation including but not limited to any form of workplace discrimination, harassment, victimisation and bullying and fraud and corruption, while ensuring compliance with the City's Code of Conduct and all City policies.
- **Records Management** - Ensures all documents are recorded in accordance with the City's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.

- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City's strategic objectives as required.
- **Values** - create a positive working environment while upholding the City's STARS:

<p>SERVICE</p> <ul style="list-style-type: none"> • <i>We will make customers the focus of everything we do.</i> • <i>Our service will be fair, flexible, innovative and reliable.</i> • <i>We will show genuine concern for customers.</i>
<p>TRUST</p> <ul style="list-style-type: none"> • <i>We will trust the foundation of all relationships.</i> • <i>We will rely and depend on each other.</i> • <i>Our communications will be open and genuine.</i>
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • <i>We will honour our commitments.</i> • <i>We will take responsibility for our own actions.</i> • <i>We won't blame others.</i> • <i>We will hold each other accountable for our actions and behaviours.</i>
<p>RESPECT</p> <ul style="list-style-type: none"> • <i>We will treat others like we would like to be treated.</i> • <i>We will listen before we talk.</i> • <i>We will seek and value the contributions of others.</i>
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • <i>We will be united in our decisions.</i> • <i>We will be united in our actions.</i> • <i>Our strengths will come from interdependence.</i>

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- Degree in a relevant discipline (e.g. Business Administration, Accounting, Information Technology) and relevant experience or lesser qualification with significant experience
- Advanced Diploma of Leadership & Management
- C Class Driver's Licence
- Extensive experience working with stakeholders and facilitating development of business processes, information elicitation, and initiating process improvements.
- Experience with business/digital transformation projects.
- Experience working in Enterprise Resource Planning systems (not essential)
- Experience in local government and exposure to the TechnologyOne suite of products (not essential)

Knowledge and Skills

- Highly developed communication (verbal and written) skills and the ability to communicate with influence
- Strong negotiation skills and good interpersonal skills to influence outcomes
- Demonstrated ability to address competing priorities to achieve deadlines
- Highly developed business analysis and documentation skills
- Comprehensive understanding of business process management and improvement methodologies
- Demonstrated ability to work effectively in cross functional teams and develop strong working relationships
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous customer service