

Business Analyst

HEP Level 8

POSITION NUMBER	965413
ORGANISATIONAL UNIT	Student Services & Administration
POSITION REPORTS TO	Chief Student Officer
OVERALL PURPOSE	The Business Analyst is responsible for driving business improvement, service transformation and operational excellence across Student Services & Administration (SSA). The role leads the analysis, redesign and optimisation of business processes, systems, services and operating models that support the student lifecycle from enquiry through to graduation. Working collaboratively with stakeholders across SSA and the broader University, the Business Analyst identifies opportunities to improve service delivery, enhance the student experience, reduce operational risk and increase organisational efficiency. The position provides expert business analysis services including requirements gathering, process mapping, data analysis, business case development, benefits realisation and change support.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ The Business Analyst works closely with Directors, Senior Managers and operational teams across SSA, ITS, Planning and Analytics, Governance and Quality, and external vendors and partners as required.
LOCATION/CAMPUS	The position is currently located at the Footscray Park campus. The position and incumbent may be relocated to any other existing or future University work location where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student life-cycle. The portfolio includes:

- ◆ Enrolments
- ◆ Fees
- ◆ Timetabling
- ◆ Systems configuration
- ◆ Government reporting
- ◆ Student Advising, Contact & Communications
- ◆ Student Equity, Safety and Wellbeing
- ◆ Service Performance Monitoring & Planning

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead business analysis activities for strategic and operational initiatives across SSA.
- ◆ Elicit, analyse and document business requirements, user needs and functional specifications.
- ◆ Facilitate workshops, stakeholder consultations and discovery sessions.
- ◆ Develop current-state and future-state process maps.
- ◆ Analyse business problems and identify practical, evidence-based solutions.
- ◆ Support development of business cases and investment proposals.
- ◆ Identify opportunities to improve business processes, systems and service delivery models.
- ◆ Conduct root cause analysis and recommend sustainable solutions.
- ◆ Develop dashboards, reports and performance measures to support decision-making.
- ◆ Support strategic projects and transformation initiatives through business analysis expertise.
- ◆ Support user acceptance testing and business readiness activities.
- ◆ Build productive stakeholder relationships and present recommendations to senior leaders.
- ◆ Ensure compliance with University governance, policy and regulatory requirements.

TYPICAL/MAJOR CHALLENGES

- ◆ Balancing competing priorities across multiple concurrent projects.
- ◆ Driving process change within complex student administration environments.
- ◆ Influencing stakeholders across diverse business areas without direct authority.
- ◆ Delivering transformation outcomes while maintaining business continuity

LEVEL OF SUPERVISION

Operates under the broad direction of the Chief Student Officer and may be required to manage other administrative, technical, and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Significant experience in business analysis, process improvement and organisational transformation.
- ◆ Expertise in process mapping, requirements gathering and solution design.
- ◆ Strong analytical and problem-solving capabilities.
- ◆ Understanding of higher education administration and student lifecycle processes.
- ◆ Knowledge of project management and change management methodologies

KEY SELECTION CRITERIA

Essential

- ◆ Relevant postgraduate qualification and extensive experience in business analysis, process improvement, project delivery or organisational transformation.
- ◆ Demonstrated experience analysing complex business problems and developing practical solutions.
- ◆ Proven experience in business process mapping, process re-engineering and continuous improvement.
- ◆ Demonstrated experience gathering and documenting business requirements.
- ◆ Strong analytical, critical thinking and problem-solving skills.
- ◆ Experience supporting organisational change and digital transformation initiatives.
- ◆ Highly developed stakeholder engagement, facilitation and influencing skills.
- ◆ Excellent written communication skills including business cases and executive reports.
- ◆ Ability to manage multiple priorities and deliver outcomes within agreed timeframes.
- ◆ Commitment to customer-focused service delivery and continuous improvement.

Desirable

- ◆ Experience working within higher education or vocational education.
- ◆ Knowledge of student administration, admissions, enrolments, scholarships or student support functions.
- ◆ Experience with TechnologyOne, CRM systems, workflow automation or business intelligence tools.
- ◆ Certification in Business Analysis, Agile, Lean, Six Sigma or Project Management.

Organisational Chart

Student Services and Administration
Senior Executive

