



## Job Profile

# Senior Business System Improvement Analyst

Group: Infrastructure Delivery

## Job Summary

| To be completed by People and Culture team                                                       |                             |                    |              |
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| Job Family                                                                                       | Strategy, Change & Planning | Career Stage       | TBC          |
| Job Function                                                                                     | Process Improvement         | Career Stream      | Professional |
| Coverage<br><small>EA = Enterprise Agreement<br/>ICE = Individual Contract of Employment</small> | ICE                         | Last Modified Date | 15/08/2019   |
| To be completed by Manager ~ (Team Size relates to People Leadership)                            |                             |                    |              |
| Work Environment                                                                                 | Hybrid                      | Team Size          |              |
| People Leader                                                                                    | No                          | Indirect Team Size |              |

## Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

## Job Purpose

The purpose of the position is to drive system, process and analytics improvements for Delivery Management including creating, upgrading and maintaining IT applications, ensuring process clarity and optimisation, data analytics, managing proactive change control and providing benefits measurement. This position will be responsible for leading the execution of a multitude of business system improvement initiatives.



## Accountabilities

| Job Specific | <p>Process improvement</p> <ul style="list-style-type: none"> <li>Perform process mapping exercises with subject matter experts (both internal and external), incorporating LEAN principles to investigate and optimise processes.</li> <li>Update and maintain Delivery Management's HELIX application process maps</li> <li>Draft and publish new process maps in Microsoft Visio</li> <li>Ensure that P4S processes are aligned with the overall Sydney Water HELIX processes, including ensuring that ISO 55000 (asset management) certification is maintained and optimised.</li> </ul> <p>Analytics</p> <ul style="list-style-type: none"> <li>Work with internal and external stakeholders to scope and develop reporting requirements, including determining what information is required for consumption.</li> <li>Interpret the various consumable metrics of P4S performance data and map them to system data streams</li> </ul> <p>Automated system reporting capabilities</p> <ul style="list-style-type: none"> <li>Maintain and develop new reports and dashboards improving the data available to DM Management enabling strategic decision-making capability</li> <li>Working with SW Digital Business to optimise how the P4S application landscape is integrated to automate data flow between numerous applications</li> </ul> <p>Quality compliance and audits</p> <ul style="list-style-type: none"> <li>Perform internal BSI audits on process adherence and application data quality</li> <li>Assist with SW Corporate or IPART audits on P4S performance</li> </ul> <p>Systems</p> <ul style="list-style-type: none"> <li>Scope and develop custom automated workflows/form/modules in Data Portal to optimise the delivery of P4S outcomes</li> <li>Troubleshoot Data Portal user issues and manage defect escalation to IT vendor</li> <li>Develop and run reports for monitoring data integrity in the system</li> <li>Act as an escalation point of contact for existing SW P4S IT applications when issues or optimisation opportunities arise</li> <li>Work with SW Digital Business and Asset Knowledge teams to rectify or enhance IT applications</li> <li>Investigate and evaluate new system solutions in the market to increase the capability of SW P4S</li> <li>Work with SW Digital Business and Asset Knowledge teams to introduce them to P4S and SW more broadly (e.g. Digital Engineering)</li> <li>Assist both internal and external P4S personnel with complex system queries / training</li> <li>Provide training/mentoring of Document &amp; System Controllers to increase the capability of the BI team</li> </ul> <p>Business system improvement initiatives</p> <ul style="list-style-type: none"> <li>Lead BSI initiatives/ projects and manage change to ensure the effective implementation of improvements.</li> <li>Run periodic forums for gaining optimisation suggestions</li> </ul> <p>Document control &amp; template development</p> <ul style="list-style-type: none"> <li>Further definition and standardisation of P4S document control methodologies and processes.</li> <li>Develop custom macro enabled templates</li> </ul> |
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|  | <ul style="list-style-type: none"><li>Develop, optimise and manage the technical aspects of the SWIM system and reporting.</li></ul> <p>Management Operating System administration</p> <ul style="list-style-type: none"><li>Develop, maintain, tracking and reporting of Service Level Agreements (SLA)Manage SharePoint MOS Site updates and maintenance</li></ul> <p>Process</p> <ul style="list-style-type: none"><li>Required to follow all Sydney Water systems, processes, policies and procedures, and Delivery Management approved processes associated with the Delivery of Projects. This role is accountable for supporting the development and implementation of DM Business Improvement Processes, and also supports the integration and/or automation of DM processes to provide efficiency and effectiveness whilst striving for best practice.</li></ul> |
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## Role Requirements

### Education / Qualifications

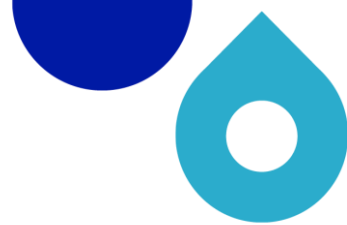
|                 |                                                                                                                                                                                                                                     |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Required</b> | <ul style="list-style-type: none"> <li>Tertiary qualification in business, engineering or related field or experience deemed equivalent.</li> </ul>                                                                                 |
| <b>Desired</b>  | <ul style="list-style-type: none"> <li>Qualifications in Six Sigma, Lean Thinking, TQM or equivalent desirable</li> <li>Lead and Internal Auditor Training desirable</li> <li>Change Management Qualifications desirable</li> </ul> |

### Certifications / Licences

|                 |                                                    |
|-----------------|----------------------------------------------------|
| <b>Required</b> | <ul style="list-style-type: none"> <li></li> </ul> |
| <b>Desired</b>  | <ul style="list-style-type: none"> <li></li> </ul> |

### Experience

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <b>Required</b> | <ul style="list-style-type: none"> <li>Strong end-to-end understanding of structure, processes, systems and internal/external resources used in the delivery of infrastructure projects.</li> <li>Highly proficient with computers and skilled in the use of specialised software applications (Data Portal, HELIX, SharePoint, P6, SAP, BI, Excel, Visio, etc)</li> <li>Ability to facilitate stakeholder workshops to extract business improvement outcomes</li> <li>Demonstrated skill in data analysis of systems or processes to identify and then execute optimisations</li> <li>Skilled in procedure and template document development and management</li> <li>Strong communication and customer service skills with the ability to advise and work closely with a variety of stakeholders</li> <li>Capable of complicated data analysis and demonstrating results (system audits and rectification)</li> <li>Strong problem-solving skills to find root causes and to utilise a first principles approach</li> <li>7+ years' work experience in a similar role within a similar industry</li> <li>Demonstrated experience in successfully project managing BSI projects/ initiatives.</li> <li>Demonstrated experience in Data Analytics and Reporting</li> <li>Demonstrated experience in process mapping and control, and applying BI methodologies to develop plans for improvement</li> </ul> |
| <b>Desired</b>  | <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |



## Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

| Enterprise Capabilities                                               |                                                                                                                                                                                      |                              |                      |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------------|
| Capability                                                            | Descriptor                                                                                                                                                                           |                              |                      |
| Accountability                                                        | Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.                                          |                              |                      |
| Agility                                                               | Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others. |                              |                      |
| Innovation                                                            | Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.                                             |                              |                      |
| Functional Skills                                                     |                                                                                                                                                                                      |                              |                      |
| Skill                                                                 | Priority                                                                                                                                                                             | Essential<br>or<br>Desirable | Proficiency<br>level |
| Business Analysis                                                     | 1                                                                                                                                                                                    | Essential                    | Developing           |
| Analytical Skills                                                     | 2                                                                                                                                                                                    | Essential                    | Developing           |
| Business Writing                                                      | 3                                                                                                                                                                                    | Essential                    | Developing           |
| Process Improvement                                                   | 4                                                                                                                                                                                    | Essential                    | Developing           |
| Influencing Skills                                                    | 5                                                                                                                                                                                    | Desirable                    | Developing           |
| Interpersonal Communications                                          | 6                                                                                                                                                                                    | Desirable                    | Developing           |
| Presentations                                                         | 7                                                                                                                                                                                    | Desirable                    | Developing           |
| Change Management                                                     | 8                                                                                                                                                                                    | Desirable                    | Developing           |
| Decision Making                                                       | 9                                                                                                                                                                                    | Desirable                    | Developing           |
| Detail Oriented                                                       | 10                                                                                                                                                                                   | Desirable                    | Developing           |
| Proficiency Level Descriptors                                         |                                                                                                                                                                                      |                              |                      |
| Developing - Building practical experience, needs continued coaching. |                                                                                                                                                                                      |                              |                      |
| Intermediate - Independent execution, minimal guidance.               |                                                                                                                                                                                      |                              |                      |
| Advanced - Fully independent execution, coaches' others.              |                                                                                                                                                                                      |                              |                      |
| Mastery - Strategic, sought as expert internally and externally.      |                                                                                                                                                                                      |                              |                      |

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.