



Job Profile

Business Analyst BI Reporting

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Data & Intelligence	Career Stage	TBC
Job Function	Data Analytics and Business Intelligence	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	25/01/2023
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

To undertake business analysis and reporting within Customer Services; using inputs from SAP and other systems including the new Data and Analytics Foundation (DAF) Platform. This role will also utilise data models and create and publish reports for Business Intelligence delivery, utilise Business Intelligence solutions (Power BI) in consultation with the business to develop reporting and insights which will inform business processes and outcomes. Championing the usage of Business Intelligence functionality within Customer Services and maintaining consistency with other Business Groups is also a function of the role.



Accountabilities

Job Specific	• Partners with other Business Analysts to support the delivery of reporting and analysis within Sydney Water • Deliver insights, presentations and explanations of analysis and insights to key stakeholders • Collaborates within the team to identify training needs, system defects and system enhancements. • Represents the team in change networks and cross-business projects • Promote and model our signature behaviours • Plan and organise work effectively • Be a role model for change • Lead the development of Business Intelligence content to better understand performance (i.e. for complaint handling and service request management) • Assist in the development and implementation of business plan initiatives and business improvement opportunities where required. Team collaboration and thought leadership is a core part of day-to-day tasks. • Participate in health, safety and wellbeing activities such as wellbeing support activities, Incident investigations, safety meetings, safety inductions and safety training
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Role Requirements

Education / Qualifications

Required	Tertiary qualifications in an appropriate discipline or relevant experience in a similar role.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Demonstrated skills in the creation of meaningful Business Intelligence content and visualisations (Power BI). - Knowledge of analytical and database solutions such as SQL, Databricks, Microsoft Azure - High level of attention to detail - Demonstrated ability to work with minimal supervision to meet deadlines - Superior stakeholder engagement skills - Demonstrated ability in providing business and information analysis to support business initiatives
Desired	



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 or Desirable	Proficiency level
Data Visualization	1	Essential	Intermediate
Business Analysis	2	Essential	Intermediate
Analytical Skills	3	Essential	Intermediate
Data Manipulation	4	Essential	Intermediate
Data Synthesis	5	Desirable	Intermediate
Data Cleansing	6	Essential	Intermediate
Detail Oriented	7	Essential	Intermediate
Continuous Improvement Process	8	Essential	Intermediate
Process Mapping	9	Essential	Intermediate
Data Architecture	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.