



# POSITION DESCRIPTION

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| <b>Directorate:</b>                 | Education                                                                                                     |
| <b>Group:</b>                       | Office of the Director-General                                                                                |
| <b>Business unit:</b>               | Organisation design program                                                                                   |
| <b>Position Title:</b>              | Senior business analyst                                                                                       |
| <b>Position Number:</b>             | P71438                                                                                                        |
| <b>Classification:</b>              | Senior Officer Grade C                                                                                        |
| <b>Immediate Supervisor:</b>        | Steven Portelli                                                                                               |
| <b>Security Clearance Required:</b> | Not applicable                                                                                                |
| <b>Location:</b>                    | 220 London Circuit, Hedley Beare Centre for Teaching and Learning, other ACT government locations as required |

## DIRECTORATE OVERVIEW

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The Education Directorate is responsible for the delivery of high-quality education services to the ACT community. Through quality education, young people are empowered to thrive.

The directorate plans, coordinates and regulates early childhood education and care services, and delivers public primary, secondary, college and flexible education. It stewards a coordinated public education system to deliver greater equity, consistency and long-term sustainability for students, families and schools.

The ACT public education system continues to expand with around 50,000 students attending 93 public schools. The directorate's central office is responsible for overseeing aligned service delivery across the system, including through consistent approaches to learning and teaching, technology solutions and managing school infrastructure and maintenance.

A link to the Directorate's organisational chart is <https://www.education.act.gov.au/about-us/who-we-are>.

## UNIT OVERVIEW

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The Education Directorate is delivering a connected reform agenda to strengthen public education through a one system approach.

The organisation design program is a critical part of this reform work. It is delivering a once-in-a-generation reimagining of how the directorate operates, how central office works, and how services, functions and ways of working support schools, students, staff, government and the ACT community.

The program takes an evidence-based approach and responds to increasing complexity, rising expectations and the need for a more collaborative, connected, sustainable and effective education organisation. It includes the review, design and implementation of the operating model, structure, functions, services and ways of working in central office.

The organisation design program will continue to work closely with other reform, strategy,

implementation, finance, change, engagement and governance functions across the directorate. As the broader reform agenda matures, work programs, reporting arrangements and the location of some functions may evolve.

The program team supports every stage of the process, including engagement, research, design, consultation, transition and implementation. The team works closely with senior executives, reform teams, enabling areas, schools, staff and governance forums to ensure work is practical, evidence-informed and deliverable.

This is not only a structural change. It is an opportunity to reshape the identity of the Education Directorate central office, and how it works alongside schools, government and the community.

## **POSITION OVERVIEW**

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The senior business analyst provides the analytical discipline that helps turn organisational design intent into clear, evidence-informed and implementation-ready products.

The role supports the organisation design program by analysing current state arrangements, functions, services, processes, interfaces, risks and future state requirements. It works with stakeholders and subject matter experts in an environment of ambiguity and change to gather, test and document business needs, assumptions, constraints, dependencies and implementation considerations.

The position prepares clear analysis products, diagrams, process maps, options, findings and evidence-based advice to support decision-making by the Program Lead, senior executives and governance forums. It helps ensure assumptions, requirements, dependencies and decisions are captured, tested and traceable.

The role works across the program and directorate to support design, consultation, readiness, transition and evaluation. It contributes to implementation planning by developing practical analysis products that help leaders and teams understand how the future operating model will work in practice.

The senior business analyst works closely with delivery, change, engagement, consultation, communications and governance functions. The role requires curiosity, structure, sound judgement and the ability to translate complex information into clear and useful products.

The role sits within a reform environment that will continue to evolve. The position may support related organisation design, reform, implementation or transition priorities as work programs, reporting arrangements and governance structures develop.

## **DIVERSITY STATEMENT**

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The ACT Public Service is committed to building a culturally diverse and inclusive workplace. Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTQI are encouraged to apply.

## **WHAT YOU WILL DO**

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Under the general direction of the program lead, the position will:

1. Lead analysis to support organisational design, implementation planning and transition, including current state analysis, process mapping, functional analysis and future state requirements.
2. Work with stakeholders and subject matter experts in an environment of ambiguity and change to gather, test and document business needs, assumptions, constraints, risks, dependencies and implementation considerations.

3. Analyse current state functions, services, processes and practices to identify gaps, duplication, risks, improvement opportunities and impacts.
4. Prepare clear analysis products, including process maps, diagrams, options, findings, requirements documentation and evidence-based advice to support program and governance decision-making.
5. Support the development of implementation plans, transition products, service or process documentation, readiness artefacts and evaluation inputs.
6. Ensure assumptions, requirements, dependencies, decisions and open issues are captured, tested, traceable and aligned with program records.
7. Work collaboratively across the program and directorate, contributing to shared outcomes and maintaining alignment across design, delivery, change, consultation, communications and governance activities.
8. Work flexibly across organisation design and related reform priorities, adapting to changes in work program, structure, governance and implementation needs.
9. Support purposeful engagement as part of analysis by asking clear questions, testing assumptions and ensuring stakeholder input is reflected accurately in analysis products.
10. Model the responsibilities of a public servant by acting with integrity, impartiality and accountability, promoting psychological safety, inclusion and cultural safety, and supporting a constructive program environment.
11. Undertake other duties appropriate to the classification as directed.

## WHAT YOU REQUIRE

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The information below describes the capabilities required to perform the duties and responsibilities of the position.

### Professional / Technical Skills and Knowledge

1. Demonstrated experience undertaking business analysis, organisational analysis, process analysis or service design analysis in a complex environment.
2. Strong analytical capability, including the ability to gather, test, structure and synthesise information from multiple sources.
3. Demonstrated ability to work through ambiguity to define requirements, test assumptions, identify constraints and document practical implementation considerations.
4. Demonstrated ability to use business analysis and process mapping tools and techniques to document current state arrangements, future state requirements, service interfaces and improvement opportunities.
5. Strong ability to prepare clear and practical analysis products, including process maps, diagrams, options papers, findings, requirements documentation and implementation support material.
6. Demonstrated ability to work with stakeholders and subject matter experts to understand business needs, validate current practices and translate complex information into useful products.
7. Experience supporting organisational design, operating model, implementation planning, transition, evaluation or reform activity is desirable.
8. Sound understanding of public sector governance, records management, confidentiality and the appropriate handling of sensitive information.

9. Strong written communication skills, including the ability to prepare clear, accurate and audience-focused material for program, executive and governance audiences.

## **Behavioural Capabilities**

1. Be curious, structured and evidence-informed, with a strong focus on clarity, accuracy and practical outcomes.
2. Be flexible, resilient and comfortable working in an evolving reform environment where priorities, structures, governance and work programs may change.
3. Build trusted relationships and work collaboratively with colleagues, leaders, stakeholders and subject matter experts.
4. Communicate clearly and respectfully, including when testing assumptions, clarifying ambiguity or presenting complex information.
5. Demonstrate sound judgement, discretion and professionalism when working with sensitive organisational information.
6. Work with attention to detail while maintaining pace, flexibility and alignment with program priorities.
7. Listen actively, ask purposeful questions and use stakeholder input to improve analysis and delivery.
8. Model the responsibilities of a public servant by acting with integrity, impartiality and accountability.
9. Demonstrate a strong commitment to psychological safety, inclusion, cultural safety and staff wellbeing.

## **Compliance Requirements / Qualifications**

- This position does not require a pre-employment medical or a Working with Vulnerable People card.
- Experience using records management systems and office management tools such as TRIM, SharePoint, Excel, OneNote, Teams and Planner is desirable.
- Knowledge of education systems is desirable.