



POSITION DESCRIPTION

Directorate:	Education
Group:	Office of the Director-General
Business unit:	Organisation design program
Position Title:	Business analyst
Position Number:	P71448
Classification:	ASO 6
Immediate Supervisor:	Senior business analyst
Security Clearance Required:	Not applicable
Location:	220 London Circuit, Hedley Beare Centre for Teaching and Learning, other ACT government locations as required

DIRECTORATE OVERVIEW

The Education Directorate is one of nine ACT Government Directorates established with a collaborative purpose to achieve the ACT Government's priorities and to serve the community. The Education Directorate services include providing public-school education, regulation of early childhood education and care services, registration of non-government schools, and home education. 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

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

The business analyst supports the organisation design program by providing structured analysis, documentation and stakeholder engagement to inform design, consultation and implementation.

The role works with the senior business analyst and program team to analyse current state functions, services, processes and practices, and to help define future state requirements and implementation considerations. It contributes to building a clear evidence base that supports decision-making across the program.

The position works with stakeholders and subject matter experts in an environment of ambiguity and change to gather, validate and document business needs, assumptions, risks and dependencies. It prepares practical analysis artefacts that support design, consultation, readiness and transition.

The role also contributes to identifying improvement opportunities by engaging with teams to understand how work is currently delivered and how services and processes can be described clearly and consistently.

The business analyst works collaboratively across delivery, change, engagement, consultation, communications and governance functions. The role requires curiosity, attention to detail, structured thinking and the ability to translate complex information into clear and useful artefacts.

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

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

Under the general direction, the position will:

1. Support analysis for organisational design, implementation planning and transition, including current state capture, process mapping and future state requirements.
2. Engage with stakeholders and subject matter experts to gather, validate and document business needs, processes, assumptions, risks and dependencies.
3. Analyse current state services, processes and practices to identify gaps, duplication, risks and improvement opportunities.
4. Prepare analysis artefacts including process maps, documentation, summaries, visual diagrams and supporting material for program use.
5. Contribute to the development of implementation plans, transition products and readiness artefacts.
6. Support purposeful engagement by asking clear questions, capturing stakeholder input and ensuring it is accurately reflected in analysis products.
7. Maintain analysis records, artefacts and documentation in line with program governance and records management requirements.
8. Work collaboratively across the program and directorate, contributing to shared outcomes and maintaining alignment across design, delivery, change, consultation, communications and governance activities.
9. Work flexibly across organisation design and related reform priorities, adapting to changes in work program, structure, governance and implementation needs.
10. Model the responsibilities of a public servant by acting with integrity, impartiality and accountability, and supporting a constructive and inclusive team environment.
11. Undertake other duties appropriate to the classification as directed.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Experience undertaking business analysis, process analysis or related work in a project or program environment.
2. Demonstrated ability to gather, organise and document information from stakeholders and multiple sources.

3. Experience supporting current state and future state analysis, including process mapping and documentation.
4. Demonstrated ability to work through ambiguity to clarify requirements, assumptions and constraints.
5. Ability to prepare clear and structured documentation, including process maps, summaries and analysis artefacts.
6. Experience supporting stakeholder engagement activities, including workshops, interviews or consultations.
7. Sound understanding of records management and documentation practices.
8. Experience using tools such as Excel, Visio (or similar), SharePoint, Teams or other collaboration tools is desirable..

Behavioural Capabilities

1. Be organised, structured and detail-focused, with a strong commitment to accuracy and follow-through.
2. Be flexible and comfortable working in an evolving reform environment where priorities, structures and work programs may change.
3. Communicate clearly and respectfully, and work collaboratively with team members and stakeholders.
4. Show initiative in gathering information, asking questions and progressing work tasks.
5. Demonstrate sound judgement and professionalism when working with sensitive organisational information.
6. Work effectively in a fast-paced and evolving environment.
7. Support a positive and constructive team culture.
8. Model the responsibilities of a public servant by acting with integrity, impartiality and accountability.

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, OneNote and Microsoft Teams is highly desirable.
- Knowledge of education systems is desirable.