

Organisation:	Long Service Leave Authority (ACT Leave)	Position number:	P70983
Business unit:	Operations	Classification:	Senior Officer Grade B
Position title:	Senior Business Analyst and Change Lead	Location:	Bruce ACT
		Last reviewed:	August 2026

Who we are

The Long Service Leave Authority (ACT Leave) is a Statutory Authority of the ACT Government responsible for the administration of portable long service leave benefit schemes for covered industries within the ACT.

Our vision is to make portable long service leave universally understood and recognised as an important and accepted part of the employment landscape. Our activities are determined by the *Long Service Leave (Portable Schemes) Act 2009*, and we are governed by a Board of Directors appointed under the legislation. ACT Leave is led by the Chief Executive Officer and Registrar, supported by an Executive Team.

ACT Leave provides staff with flexible working arrangements and access to a range of roles and professional development and training opportunities tailored to their career goals and ambitions. Our values: Responsive, Reliable, Approachable, Transparent, and Informative, are at the core of our organisation. We display these values in everything we do, to deliver quality customer service outcomes, exhibit teamwork, be proactive and willing to continuously improve, be outcome focused, accountable for our actions and promote and maintain public confidence in our work.

For more information about ACT Leave, visit our website <https://actleave.act.gov.au/>.

About your team

The Operations Team is the first point of contact for employers and workers engaging with ACT Leave. The team is responsible for supporting employers to understand and meet their obligations under the *Long Service Leave (Portable Schemes) Act 2009*, and workers to understand their entitlements. The team has a multidisciplinary role bringing together customer-facing support, education activities and compliance initiatives, with the aim of creating a strong platform of accountability across the schemes. This includes proactive education and community outreach activities, supporting employers through the registration, quarterly returns and claims payment processes and compliance monitoring. The team works closely with the Chief Executive Officer and the broader ACT Leave Executive Team, operating as the key client-facing function within the organisation.

Your contribution

The Senior Business Analyst and Change Lead is a dual-focus role responsible both for the detailed business analysis and solution design work needed to translate operational problems and improvement priorities into practical, deliverable solutions, and for the change planning, stakeholder engagement and implementation support needed to ensure those solutions are successfully adopted. The role works across people, process, service, technology, data, roles and governance, and is expected to complete

detailed analysis, design and change management work personally, rather than only facilitating workshops or providing high-level advice.

Reporting to the Director, Operations, this role supports ACT Leave's broader improvement and transformation program, working with leaders, subject matter experts and frontline staff to understand business problems, design workable future-state arrangements, and support the organisation through the changes required to implement them.

Business analysis and solution design

- Work with leaders, subject matter experts and frontline staff to understand business problems, desired outcomes and improvement priorities.
- Undertake structured discovery, interviews and working sessions, and document current-state processes, customer journeys, roles, decisions, systems and hand-offs.
- Design practical future-state processes, service arrangements and operating models, and translate business needs into clear requirements, business rules, user stories and acceptance criteria.
- Define workflow states, routing rules, escalation triggers, evidence requirements and decision points, and identify process, system, data, workforce, governance and policy dependencies.
- Develop options and recommendations where more than one response is possible, and prepare process maps, service blueprints, responsibility models and supporting documentation.
- Define reporting and management information requirements with business owners, and shape and prioritise improvement backlogs.
- Prepare work for system configuration, vendor delivery or internal implementation, and support testing and user acceptance activities.
- Maintain traceability between the original problem, the agreed solution, the owner, the expected benefit and delivery status.

Change planning, readiness and stakeholder engagement

- Develop and maintain an integrated change plan across approved initiatives, and undertake change impact assessments covering people, roles, process, systems, capability, governance and customers.
- Identify affected stakeholder groups, understand how change will be experienced by each group, and assess organisational and team readiness.
- Identify change risks, resistance, fatigue and implementation constraints, and work with leaders and business owners to clarify the case for change and expected outcomes.
- Develop practical transition, readiness and adoption plans, and coordinate change activity with implementation milestones and operational capacity.
- Identify training, onboarding and capability requirements, and coordinate with relevant business areas to support workforce readiness and adoption.
- Identify communication requirements, key messages and stakeholder information needs and timing, and work with the Communications Team to plan and deliver communication activities.
- Develop manager briefing packs, staff guidance, FAQs and implementation support materials, in consultation with the Communications Team to ensure alignment with organisational branding, communication standards and approved channels, and support leaders to communicate and lead change consistently.

Implementation, adoption and continuous improvement

- Work closely across analysis and change activity to ensure proposed solutions can be implemented and adopted in practice.
- Support implementation before, during and after go-live, and establish feedback channels to ensure concerns and implementation issues are captured.
- Monitor adoption, readiness and emerging issues, and define and track practical adoption and benefits measures.
- Conduct post-implementation reviews and recommend corrective action where changes have not landed as intended.
- Provide clear, decision-ready advice to the Director, Operations and other senior leaders on design options, change readiness, sequencing and implementation risk.

Organisational contribution

- Contribute to a positive, collaborative team culture within the Operations Team and the broader organisation.
- Contribute as a member of the ACT Leave Leadership Team to support effective whole of organisation operations and cross-team collaboration.
- Work flexibly across concurrent priorities as ACT Leave's improvement and transformation program evolves.
- Model public service values, including the ACT Public Sector Code of Conduct, and demonstrate commitment to fostering respectful, equitable, diverse, inclusive and culturally safe workplaces, and workplace health and safety principles and practices.

Our ideal candidate

Professional / technical skills and knowledge

1. Substantial experience as a senior business analyst combined with strong experience delivering organisational, operational, technology or workforce change.
2. Strong experience analysing complex operational processes and designing workable future-state solutions, together with experience developing practical change strategies and plans to support their implementation.
3. Demonstrated ability to work across process, technology, people, data, customer experience and change readiness, turning ambiguous problems into structured requirements and deliverable work.
4. Strong process-mapping, workflow-analysis and change-impact / organisational-readiness capability, including experience developing requirements, user stories, acceptance criteria and business rules.
5. Strong facilitation, stakeholder engagement and interviewing skills, with the ability to work effectively with frontline staff, managers, executives and technical specialists, including in environments involving consultation or workforce uncertainty.
6. Sound judgement about change sequencing, change load and organisational capacity, and experience identifying resistance and responding with practical interventions.
7. The ability to distinguish between process, system, role, capability and governance issues, and to define meaningful adoption and benefits measures.
8. Clear written and verbal communication, with strong follow-through from discovery through to implementation and adoption support.

Behavioural capabilities

This role requires capabilities consistent with the Manager/Expert/Specialist level in the [ACT Public Service Shared Capability Framework](#) and the expectations of a senior leader operating in a small, high-accountable organisation. The following capabilities are essential to success in the role:

Capability	What this looks like in this role
Exemplifies Citizen Centred Service (Service Delivery)	Takes a holistic, end-to-end view of process, people, technology and customer experience when designing solutions and change approaches. Keeps employers and workers at the centre of design and implementation decisions and embeds practical measures to check outcomes have genuinely improved.
Fosters Collaboration (Teamwork)	Works effectively with frontline staff, managers, executives and technical specialists with differing views, building shared understanding and support for proposed solutions and change approaches across the organisation.
Achieves Results with Integrity (Achieves Results with Integrity)	Maintains traceability from problem to solution to benefit and delivers analysis and change work within relevant governance, delegations and legislative requirements. Follows through from discovery to a usable, adopted outcome.
An Agile and Responsive Workforce (Thinking and Innovating)	Reconciles conflicting or divergent information to reach an evidence-based position on ambiguous or poorly defined problems. Exercises sound judgement on change sequencing, load and organisational capacity, and generates practical, workable solutions.
Leadership (Leadership)	Raises respectful challenge to assumptions held by senior leaders or business owners, takes judicious risks to progress fresh thinking, manages own reactions to maintain productive relationships and takes personal ownership through to a usable outcome.

Qualifications and other requirements

Preferred

- Tertiary qualifications in business, project or change management, public administration or a related discipline are desirable but not essential. Equivalent relevant experience will be highly regarded.
- Substantial experience in business analysis and/or organisational change roles, including experience delivering both detailed analysis and design work and practical change management support.

Highly desirable

- Demonstrated experience working within or alongside government, statutory authorities or regulatory bodies.
- A recognised change management qualification (such as Prosci or ADKAR) would be useful, but practical delivery experience and judgement are more highly regarded than adherence to a particular methodology

Work environment description

The following work environment description outlines the inherent requirements of the role of Senior Business Analyst and Change Lead (Position Number: P70983) and indicates how frequently each of these requirements would be performed. Please note that ACT Leave is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently
Standard hours	Frequency
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Never
Rostered shift work	Never
Social demands	Frequency
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally
Physical demands	Frequency
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

Work environment description

Manual handling	Frequency
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never
Travel	Frequency
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never
Specific hazards	Frequency
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never
Other	Frequency
Uniform required	Never
Personal Protective Equipment (PPE) required	Never