

Position description

Position title	CX Business Analyst
Group / Branch	Customer Experience / Customer Strategy and Design
Reports to (Title)	Manager Customer Strategy and Transformation
Competency level	Individual Contributor

Job Purpose

We *Innovate with purpose and Act with care* to deliver healthy water for life for our 1.8 million customers, the community and the environment. Healthy water for life means bringing our customers the clean water they want, and safely managing the wastewater they don't. It's about thinking ahead, and doing what we need to do now, so that future generations can rely on us too.

The CX Business Analyst will enhance the customer experience by mapping detailed processes and service blueprints, identifying inefficiencies, and driving improvements to positively impact CSAT. Collaborating with key subject matter experts across the organisation, this role will facilitate workshops to uncover pain points and process dysfunctions, while identifying and implementing improvements. By leveraging data-driven insights, the CX Business Analyst will streamline workflows, achieve efficiency gains, and advocate for necessary system changes to improve both the customer and employee experience.

Key Accountabilities

The CX Business Analyst will:

- Develop and document detailed process maps using Business Process Model and Notation (BPMN) methodology to improve workflows and enhance the customer and employee experience.
- Identify and eliminate inefficiencies by applying Lean methodology and Human Centred Design, driving improvements through comprehensive Service Blueprints.
- Collaborate closely with SMEs to facilitate process mapping workshops that gather insights, engage stakeholders, influence decision-making, and ensure process improvements are relevant, actionable, and focused on streamlining and optimizing workflows.
- Execute and implement process changes to realise efficiency gains, ensuring that improvements are effectively integrated into operations and deliver measurable results.
- Lead the development of business cases to justify process improvement initiatives and CX enhancements, using data-driven insights.
- Support the development of Requests for Quotation (RFQs) for procuring new systems in collaboration with ICT Team by defining clear business functional requirements.

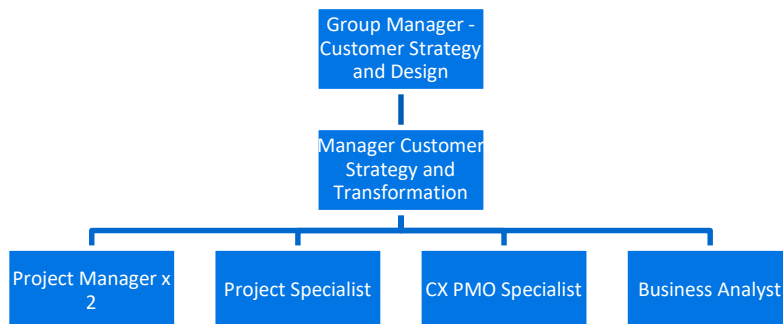
Knowledge, Skills & Experience

- Relevant tertiary qualifications in project management, business administration or other related field.

- A minimum of 3 years' experience working in a large, dynamic and ideally regulated organisation delivering improvement and change initiatives.
- Expertise in process mapping using BPMN methodology, with proficiency in documenting process maps utilising various process mapping tools, particularly in CX projects.
- Experience in developing business functional requirements for system RFQs
- Strong analytical skills with the ability to leverage data insights for decision-making and service improvement.
- Proven ability to collaborate with SMEs and cross-functional teams, manage stakeholders, and influence decision-making to gather requirements and implement process improvements.
- Proficiency in facilitating engaging workshops and translating insights into actionable recommendations for process optimisation.
- Knowledge of best practices in Lean, Change Management, Human-Centered Design, and Project Management methodologies.
- Knowledge of Salesforce CRM is an added advantage, though not essential.

Dimensions

Organisational Chart



Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

Not applicable

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes
- operational responsibilities

Security for Critical Infrastructure identified role: No

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.