

Position description

Position title	<i>Digital Utility Business Analyst</i>
Group / Branch	<i>Digital Utility</i>
Reports to (Title)	<i>Lead Business Analyst</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

The Digital Utility Business Analyst will work with the Digital Metering Programs and Process Transformation Team and broader business to deliver key digital transformation projects as part of South East Waters broader digital transformation strategy.

The position will need to think strategically and will play a significant role in applying a multi-layered lens to analysing industry trends and customers' behaviours and challenges. The role will collaborate with key stakeholders to analyse, define, and communicate requirements, ensuring that solutions are delivering value for the business and customers. This role will take end-to-end accountability for all analysis activities from initiative inception through to delivery.

Key Accountabilities

- Undertake research and analysis to inform future digital processes and solution development
- Consult with cross-functional teams and stakeholders across the organisation to gather inputs, validate assumptions and socialise findings
- Conducting cost-benefit analyses, ROI assessments, and risk assessments to support decision-making
- Document and present reports detailing outcomes of analysis work undertaken and recommendations supported by findings to senior management and key decision makers
- Lead or contribute to the development of business cases for proposed projects or initiatives
- Facilitate requirement discovery sessions to identify, document and communicate business needs and requirements
- Communicate business analysis outcomes so that these are well understood and agreed by all impacted stakeholders and project team members
- Developing project scope statements and gaining stakeholder approval
- Liaise with the IT team(s) to assist them in developing technical solutions

- Collaborate in the planning, design, development, and deployment of new business processes and applications, and enhancements to existing processes and applications
- Experience in managing stakeholder expectations and addressing resistance to change
- Support the change management, stakeholder communication, and business readiness activities

Knowledge, Skills & Experience

- Experience in the capture and development of requirements
- Experience in the utility sector, preferably in water utilities
- Knowledge of relevant regulatory requirements and compliance standards
- Process improvement design and process mapping skills
- An ability to think strategically - bringing people, requirements, and project elements together
- Proven ability to facilitate workshops, process mapping, procedural documentation, and perform post-implementation reviews
- Demonstrated capability to deliver within tight schedules
- An ability to manage a wide variety of business stakeholders
- Previous experience in business transformation programs
- Knowledge of advanced metering and smart meter operations
- Experience in running workshops with stakeholders to develop business processes and requirements
- Ability to effectively communicate complex technical concepts to non-technical stakeholders
- An ability to quickly establish trust and rapport at all levels of an organisation
- Ability to deliver within a complex and highly collaborative environment
- Ability to perform a range of tasks with strong prioritisation skills
- Strong communication skills demonstrating an ability to influence outcomes
- Exceptional written and verbal skills
- Experience in and passionate about Strategy, Innovation and Emerging Technologies
- 5 – 10 years of proven Business Analyst/Business Process Analyst experience
- Bachelor or master's degree in Business Administration, Finance, Computer Science or related field

Dimensions

Organisational Chart



Number of people managed:

There are no direct reports but the position will require others across the business to deliver reports/outcomes under a matrix relationship.

Size of budget managed:

NA

Acceptance

To acknowledge that you have read and understood the requirements of your role, please sign below.

Employee Name: _____

Employee Signature: _____

Date: _____