



## Position description

<b>Position title</b>	<i>Digital Enhancements Business Analyst</i>
<b>Group / Branch</b>	<i>Liveable Water Solutions / Customer Connections</i>
<b>Reports to (Title)</b>	Digital Enhancement Manager
<b>Competency level</b>	<i>Individual Contributor</i>

## Job Purpose

The Digital Enhancement Business Analyst will collaborate with the Customer Connections and Land Development Teams, not only to support the replacement of an inhouse system ICE and PropertyConnect®, but also to contribute to the continuous improvement efforts for the New Connections project. In addition, this role will actively support the ongoing Customer Connections Digital Enhancement strategy, ensuring alignment with both current operations and future initiatives.

The Digital Enhancement Business Analyst will need to run workshops to drive blue sky thinking within the business unit groups and think strategically to analyse, define, and communicate requirements, ensuring that solutions are delivering value for the business and customers. This role will require you to work within a small team of likeminded business analysts and will require you to collaborate with Customer Connections subject matter experts.

## Key Accountabilities

- Conduct business process analysis and apply enhancement methodologies, resources, and tools to ensure the successful delivery of Digital Enhancement projects for the Connections and Land Development Groups.
- Build and maintain strong relationships with LWS stakeholders, gaining a deep understanding of the business to identify where Business Technology Services can provide support and add value.
- Develop comprehensive business cases and ensure that project benefits realisation is achieved.
- Provide the Digital Enhancement Manager and other stakeholders with regular and accurate project status updates.
- Support the continuous improvement of Property Connect and similar customer interfaces to enhance South East Water's customer experience.
- Ensure adherence to Agile project management, business analysis, and testing disciplines, aligning with the Business Technology Services project management framework.
- Create and maintain a prioritised backlog of user stories, defining scope and backlog items (epics, features, user stories, acceptance criteria).



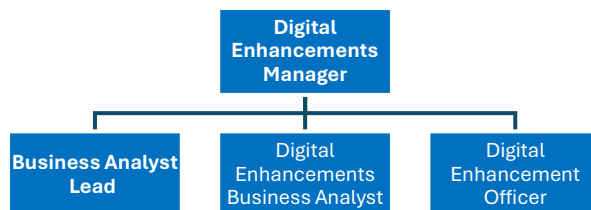
- Develop and maintain roadmaps for Property Connect and Manage Developer Works, supporting the broader strategic objectives.
- Create and manage all project test plans and user acceptance criteria, utilising Business Technology Services approved testing tools.
- Collaborate in the planning, design, development, and deployment of new business processes and applications, as well as enhancements to existing ones.

## Knowledge, Skills & Experience

- Qualifications or Degree in Business Analysis or Information Technology or equivalent Business Analyst experience (3-5 years)
- Experience in the capture and development of requirements.
- Proficient in the use of agile project management tools including Jira, Confluence, Visio and X-ray
- 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, perform post implementation reviews.
- Agile project management and or delivery experience.
- Demonstrated capability to deliver within tight schedules.
- An ability to manage a wide variety of business stakeholders.
- Previous experience in business transformation programs.
- Experience in running workshops with stakeholders to develop business processes and requirements.
- 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.

## Dimensions

### Organisational Chart





**Number of people managed:**

**Size of budget managed:**

Include detail of budget size if appropriate

**Value of Assets managed:**

Describe the level/type of responsibility the role has over the organisation's assets, both physical and non-physical

**Ensuring a sustainable, resilient organisation:**

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

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

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