



Position description

Position title	Planning and Performance Analyst
Group / Branch	<i>Operational Planning and Performance</i>
Reports to (Title)	<i>Strategy and Forward Planning Manager</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

The Planning and Performance Analyst provides high-quality analysis, insights, and advice to inform operational strategy, forward planning, and continuous improvement across Service Delivery.

The role works closely with cross-functional stakeholders to identify opportunities, analyse performance, and support the design of future-state processes, standards, tools, and service models.

This position plays a key role in building an evidence-based operational strategy—ensuring decisions are informed by data, regulatory context, resource demands, customer expectations, and emerging industry trends. The role is accountable for end-to-end analysis activities from problem definition through to solution recommendations and implementation support.

Key Accountabilities

Strategic Analysis & Insights:

- Conduct research, data analysis, and modelling to support operational strategy, planning cycles, and service improvement initiatives.
- Analyse industry trends, customer behaviours, performance data, and operational insights to identify risks, opportunities, and future needs.
- Provide evidence-based recommendations that support long-term planning, the establishment of an annual Service Delivery 'order book', operational decision-making, and service delivery prioritisation.
- Collaborate with the Regulations and Resources Analyst and others across Service Delivery to determine impacts of regulation changes on planning, performance and delivery. Establish plans to integrate changes and update current processes, procedures, practices and ways of working.

Process, Standards & Practices:

- Map, analyse, and improve operational processes to uplift efficiency, service quality, and consistency.
- Contribute to developing and maintaining Service Delivery standards, frameworks, procedures, and operating models.
- Facilitate workshops to identify business needs, confirm requirements, and document current and future states.



Stakeholder Collaboration & Requirements:

- Work with subject matter experts, field operations, digital and data teams, and senior leaders to gather insights and validate findings.
- Lead requirements discovery sessions for operational improvement, system enhancements, and technology-enabled change.
- Translate operational needs into clear business requirements and ensure alignment between business, digital, and strategic objectives.

Business Case & Project Support:

- Develop or support business cases, including cost–benefit analyses, ROI modelling, and risk assessments.
- Support project planning, scoping, and feasibility assessments across operational transformation initiatives.
- Partner with BTS and other technical teams to ensure business requirements are accurately understood and translated into effective solutions.

Change & Implementation:

- Support change management activities including communication, training, readiness assessments, and stakeholder engagement.
- Assist with implementation, testing, benefits tracking, and post-implementation reviews.
- Manage expectations, navigate competing priorities, and support adoption of new processes and tools.

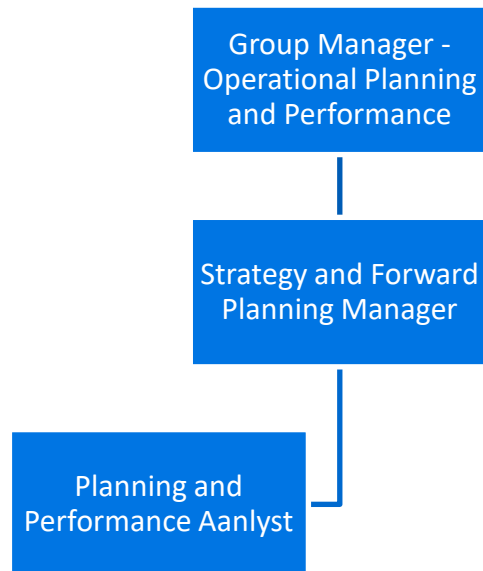
Knowledge, Skills & Experience

- 5+ years of proven Business Analyst/Business Process Analyst experience.
- Bachelor or Master's degree in Business Administration, Finance, Engineering or 5+years experience in Operations.
- 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, requirements gathering, procedural documentation, and perform post-implementation reviews.
- Demonstrated capability to deliver within tight schedules.
- An ability to manage a wide variety of business stakeholders.
- 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 Strategy, Innovation and Emerging Technologies.
- Experience in Operations or Maintenance is preferable.



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:

N/A

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