

# POSITION DESCRIPTION



## BUSINESS ANALYST (PN400)

WORKING IN THIS POSITION	
<b>Division:</b>	CEO's Office
<b>Position Status:</b>	Temporary (12 months), Full Time (5 days per week)
<b>Classification:</b>	AFTRS Level 7
<b>Role Requirements:</b>	Working With Children Check (WWCC); National Police Check
<b>Primary Purpose of the Role:</b> <p>Reporting to the Head of Project Management Office, the Business Analyst will analyse requirements and support various projects and initiatives within AFTRS, across all areas of the business. This role will collaborate with cross-functional teams and make a meaningful impact. Projects will range from large scale technology projects, compliance and course development to smaller scale operational and process improvements.</p> <p>The Business Analyst is responsible for discovering, planning, defining and managing requirements, processes and benefits, from initiation through to implementation, on a variety of projects across the organisation. This includes analysis, collation and documentation of end-to-end requirements within a project framework, liaison with successful vendors and internal key stakeholders and subject matter experts.</p> <p>A key project is the implementation of Salesforce Education Cloud CRM, and associated systems. This role is essential to analyse business requirements and defining success for the project to migrate to this new platform.</p>	

WORKING AT AFTRS
<p>AFTRS is a Commonwealth statutory authority, established by the <i>Australian Film, Television and Radio School Act 1973</i>. AFTRS is the national screen and audio school – the only Australian education institution to consistently make <i>The Hollywood Reporter's</i> prestigious annual list of the top film schools in the world. Working hand-in-hand with the screen and broadcast industries, AFTRS is a global centre of excellence that delivers the highest level of screen and audio education, training and research across Australia.</p> <p>We are values-led, which means that we strive for <b>Excellence</b>; we practice <b>Courage</b>; we believe in <b>Community</b>; we embrace <b>Creativity</b>, and we are <b>Generous</b>. Our commitment to these values means that:</p>

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- We are leaders in our fields and strive to adapt in the face of an ever-changing industry in the pursuit of Excellence;
- We are curious, resilient and embrace challenge and the unfamiliar with open-hearted perseverance through our Courage;
- We work together with respect, responsibility and reciprocity, recognising that our strength comes from inclusivity and shared accountability in our Community;
- We embrace different ideas, experiences and knowledges in the pursuit of creative excellence and innovation through our Creativity;
- We share our skills and knowledge and are equipped and honoured to help tell each other’s stories through our Generosity.

KEY ACCOUNTABILITIES
<ol style="list-style-type: none"><li>1. Use a variety of business analysis methods and tools to identify, define and prioritise business requirements, converting them into project recommendations and scope, vendor briefs and system specifications.</li><li>2. Create detailed and accurate documentation, including business requirement specifications, use cases, and process flow diagrams, to support solution development and ensure clarity for all stakeholders.</li><li>3. Collaborate with stakeholders to define project scope, objectives, deliverables and benefits.</li><li>4. Provide strategic guidance and recommendations based on best practice.</li><li>5. Report to Project Steering Committees providing project updates, research and advice as required.</li><li>6. Create and maintain culturally and psychologically safe learning and working environments.</li><li>7. There may be a requirement to undertake tasks outside the scope of the responsibilities listed to support the organisation. AFTRS will engage in a conversation should these tasks arise.</li></ol>

KEY CHALLENGES & RISKS
<ol style="list-style-type: none"><li>1. Manage multiple stakeholders – internal and external – including differing expectations, conflicting priorities and deadlines.</li><li>2. Control and deliver project documentation that is clear and accurate and deliver insightful recommendations.</li><li>3. Deliver summarised information to Project Steering Committees to allow for informed decision making.</li><li>4. Identify and define process dependencies throughout the project to ensure successful change management.</li></ol>

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WORKING IN THE DIVISION
<p>The CEO’s Office comprises the Governance team, Research, Project Management Office, Events Team and the Executive Assistant to the CEO. The team works together to support the CEO’s strategic oversight of the school through the management of the AFTRS research strategy, delivery of the portfolio of School events, monitoring and tracking progress against the school’s Strategy and Corporate Plan, including risk management, as well as ensuring that systems, policy, planning and reporting are in place to meet the highest level of accountability and compliance in both the corporate and academic spaces.</p> <p>With an internal and external focus, this team also ensures that the School is engaged with and responsive to its key external stakeholders, working effectively with Government as a collaborative Statutory Authority, and working closely with TEQSA as an accredited Higher Education Provider.</p>

KEY RELATIONSHIPS	
<b>Reports to:</b>	Head of Project Management Office
<b>Direct Reports:</b>	No staff report to this position
<b>Indirect Reports:</b>	N/A
<b>Key Internal Relationships:</b>	Head of Business Applications and Infrastructure; CRM Program Manager; and Project Manager
<b>Key External Relationships:</b>	Dependent on project, potentially suppliers, partners and contractors

SELECTION/CAPABILITY CRITERIA
<p><b>Essential:</b></p> <ol style="list-style-type: none"><li>1. Proven experience as a Senior Business Analyst.</li><li>2. Proficiency in mapping and analysing complex business processes and data, with the ability to identify opportunities for improvement, model existing and proposed impact, and make data-driven recommendations.</li><li>3. Experience on prioritising requirements to deliver high ROI within set parameters.</li><li>4. Excellent communication and interpersonal skills, including the ability to engage and manage stakeholders strategically, fostering collaboration and alignment.</li></ol>

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SELECTION/CAPABILITY CRITERIA
<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>5. Ability to develop and manage project documentation (e.g., ROI analysis, Business Cases, risk assessments, Solution Proposals).</li><li>6. Able and flexible to work across a range of projects as required.</li><li>7. Demonstrated ability to work effectively in a fast-paced, collaborative environment, both remotely and in-person.</li><li>8. Experience working with multiple methodologies including Agile and Business Process Modelling.</li><li>9. Experience with data visualisation and Microsoft applications.</li><li>10. Experience in the higher education, government or cultural sector.</li><li>11. Experience in creating and maintaining culturally and psychologically safe learning and working environments.</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>12. Experience with Salesforce is desirable as the initial focus of these roles will be on a CRM project.</li><li>13. Relevant certifications (e.g., PBA, AAP, CCBA, CBAP, PMP) are a plus.</li><li>14. Tertiary qualification in business administration, business analysis, project management or relevant field.</li></ul>

EMPLOYMENT CHECKS & OTHER POSITION REQUIREMENTS
<p><b>Employment Checks Needed:</b></p> <ul style="list-style-type: none"><li>1. Working With Children Check</li><li>2. National Police Check</li></ul> <p><b>Other Employment Requirements:</b></p> <ul style="list-style-type: none"><li>3. N/A</li></ul>