



# Application package

<b>Position title:</b>	Business Analyst
<b>APS Level:</b>	APS6
<b>Salary package:</b>	Salary package from \$105,364 to \$120,362 (includes base salary of \$91,303 to \$104,300 plus 15.4% superannuation)
<b>Position offered:</b>	Full-time - <i>Flexible working arrangements available including hybrid working</i>
<b>Location</b>	Level 7, 309 Kent St, Sydney CBD
<b>Closing date:</b>	Friday 8 November at 10.00am
<b>Contact Officer/s:</b>	Steven Douek – Technology Executive Manager
<b>Contact number:</b>	(02) 9432 7003

This application package includes Information on our Agency, the role, how to prepare your application and the selection process.

## About the opportunity

The Workplace Gender Equality Agency (WGEA) is seeking a Business Analyst to identify and define technical enhancements for the Agency's customer relationship management and employer reporting portal systems. The role is an integral part of the Agency's commitment to ongoing improvements and reducing the burden on employers in completing their yearly reporting and compliance requirements. The successful applicant will be part of the Technology team and work closely with the Gender Equality Programs team to elicit, define and document system enhancements requirements, therefore, prior experience with technical solutions in a service delivery environment is essential. A key focus of this role will be to understand internal and external user requirements against existing system functions and define requirements which improve identified issues or enhance current operations.

This role works closely with the Business Analyst – Customer Experience, business subject matter experts and key internal stakeholders to:

- understand business needs
- capture, analyse and document solution requirements
- assist with solution design, and
- support the delivery of solutions that meet business needs, working to continuously simplify and improve technology systems for improved internal and external user experience.

## Technology team

The Technology Team provides end to end oversight and management of the information systems that underpin and support all data and information requirements for WGEA. The team:

- manages the delivery of stable business systems and maintains business as usual operations.
- manages the enhancement of the core technology systems and supporting services using agile development.
- Additionally, the team is focussed on increasing Gender Equality Reporting data collection efficiency, managing IT security and information privacy, ensuring system stability performance

and scalability, supporting and training WGEA staff, and ensuring compliance of WGEA IT systems and operations with relevant legislation and governing policies.

## About our Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data. Our Agency was established by the *Workplace Gender Equality Act 2012 (Act)*.

WGEA's ambition is to accelerate progress towards workplace gender equality. We are a small unique agency with a big agenda.

At WGEA you will be part of a team of high achievers who are passionate, friendly, and fun. We understand what working flexibly means. We pride ourselves on being a respectful, diverse, and inclusive community. We encourage and welcome applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

### What our Agency looks for

- People who are dedicated to personal development, fostering growth in others and demonstrating leadership
- flexible and adaptable people to meet immediate needs and future challenges.
- team oriented people who have energy and are determined to succeed.
- people who are open, service orientated, accountable, of high integrity, and can operate based on impartial evidence (our Values).

### What we offer

We value each team members contribution and offer:

- a culture that is committed to our purpose and getting results, recognises achievements, and values innovation.
- opportunities for team members to work on agency wide projects and encouraging everyone to be adaptable and collaborative.
- flexible working options that empower you to model a working day and/or environment that brings out the best outcomes from you. Whether that is working from our modern offices in Sydney CBD or from home each team members working day can be different
- attractive salaries and superannuation (15.4%) as well as a range of other benefits.
- a culture and leadership team that believe in diversity and inclusion.

Further information about our Agency is available at [www.wgea.gov.au](http://www.wgea.gov.au)

# Position description

Position number:	23835
Position title:	<b>Business Analyst</b>
APS Level:	APS6
Position:	Ongoing, Full time ( <i>Flexible working arrangements including hybrid available</i> )

## The role

The Business Analyst brings deep subject matter technology solutions expertise to business problems. In addition to good business analysis capabilities, this role requires a comprehensive understanding of CRM systems and customer portals. A focus for this role will be supporting the development and improvement of WGEA's technical systems for employers and business users, focusing on identifying and improving relevant business systems.

The Business Analyst reviews and analyses WGEA's services and information alongside existing technology to identify and document system enhancements that reduce the regulatory burden on reporting organisations and help WGEA manage key information gathering programmes. The successful applicant will be part of significant business transformation initiatives currently under way.

## Duties and responsibilities

Working closely with other key team members, business stakeholders and external managed services providers, this role will be responsible for the following outcomes relevant to the Agency's key technology systems:

- ✓ eliciting and capturing business requirements through workshops, document review along with the results of problem and issue management processes.
- ✓ analysing existing business processes, systems, applications and functions to document business improvement solutions including requirements documentation, technical development tickets and testing requirements.
- ✓ assisting the Gender Equality Programs team, working closely with the Technology Team to respond, investigate and resolve reporting enquiries involving technical issues.
- ✓ identifying issues, risks and benefits of existing functions against proposed solutions along with their business impacts.
- ✓ defining testing requirements and assisting with the testing of technology solutions for the Agency's Salesforce platform and data systems.
- ✓ participating in technology scrum ceremonies, including project meetings, daily stand-ups, sprint planning sessions and retrospective meetings.
- ✓ contributing to other WGEA projects as required.

## Capabilities

We are seeking an individual with the following **minimum requirements** and experience:

- ✓ Experience defining and documenting enhancement requirements including the application of customer relationship management information systems
- ✓ Demonstrated ability to apply formal Business Analysis methodologies and tools to understand and develop detailed business and technical requirements documents.
- ✓ Demonstrated ability to work with technical and non-technical teams, translate business requirements to technical resources.
- ✓ Project management skills and the ability to achieve outcomes within agreed timelines.
- ✓ Strong analytical, investigative, and problem-solving skills.
- ✓ Strong interpersonal skills including the capability to influence senior stakeholders and negotiate productive outcomes. Able to build and sustain positive relationships with team members, stakeholders and clients.
- ✓ **Baseline Security Clearance** or the ability to obtain clearance (this includes being an Australian Citizen).

**Desirable capabilities include:**

- ✓ Experience with Salesforce and Jira.

## How to prepare your application

### How to apply

Prepare a cover letter/statement (maximum 500 words) outlining how your skills, experience and qualifications meet the minimum responsibilities and capabilities of the role.

Attach your CV/Resume which provides a summary of your work experience (maximum 3 pages).

### Agency Eligibility Criteria:

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise in writing. Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required baseline security clearance level for the role. Baseline security clearances require you to be an Australian Citizen and meet AGSVA criteria.

Successful applicants will also be required to successfully pass a National Criminal History check.

### Diversity

WGEA values the contributions of people with different backgrounds, experiences and perspectives. You can tell us in your application, or when called in for interview, if you need any adjustments to help you participate equally in the selection process.

## RecruitAbility

WGEA is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do you opt into RecruitAbility?

Simply note in your cover letter that you wish to:

1. Opt into RecruitAbility, as you have a disability (definition as defined by [Australian Bureau of Statistics](#))
2. Clearly show how you meet the requirements of the vacancy with WGEA.

## Questions about the position

The contact officer is available to answer any questions you have about the position. Their contact details are on page one of this application package.

## Lodging your application

Your application should be emailed to [recruitment@wgea.gov.au](mailto:recruitment@wgea.gov.au)

Late applications will not be accepted unless exceptional circumstances exist.

## Preparing your application

Use the attached checklist to ensure you include all relevant information and documentation.

## Recruitment Process

The selection may be undertaken based on applications and referee reports where a clear result can be determined from this documentation / process. A selection panel (usually two to three people) will be formed to consider all applications and develop a shortlist for any further assessment. If it is determined that further assessment including an interview is necessary, the panel will conduct a video interview which may also include a short practical exercise.

## Availability for interview

We make hiring decisions based on your experience and skills as well as how you can enhance WGEA and our culture. Please note that interviews held are conducted virtually. When you apply, please tell us the pronouns you use and any reasonable adjustments you may need during the interview process.

If you are shortlisted for an interview, you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

# Application Checklist

Prior to sending your application email to [recruitment@wgea.gov.au](mailto:recruitment@wgea.gov.au), use the below to ensure you have included all relevant details.

Have you included in your application cover letter and/or CV/Resume:

- Your full name, contact phone number, and personal email address.
- Title of the vacancy/position you are applying for
- Relevant diversity information (preferred pronouns, reasonable adjustments required for interview)
- If you wish to opt into RecruitAbility (information detailed in how to prepare your application)
- If you meet the Agency eligibility criteria, confirmation of your Australian citizenship, along with your ability to successfully clear a National Criminal Records Check upon engagement
- Contact details of two recent referees including your current or most recent supervisor (we will seek your permission before we contact your referees)
- Any further relevant information.

Have you attached to your email:

- A cover letter/statement outlining how your skills, experience and qualifications meet the minimum requirements and experience of the role. (max 500 words).
- Your CV/Resume which provides a summary of your work experience (maximum 3 pages).