![Town of Cambridge logo]

Applicant Information

BUSINESS ANALYST
Grade 5

Thank you for your interest in working with the Town of Cambridge. This document will help you prepare and submit a job application and includes information about the recruitment and selection process.

ABOUT THE TOWN OF CAMBRIDGE

Located on the stunning West Australian coastline and just minutes to the Perth CBD, the Town of Cambridge comprises some of Western Australia's most prestigious and utilised facilities and is recognised as one of the more desirable areas in which to live and work.

ADVANTAGES OF WORKING AT THE TOWN OF CAMBRIDGE

Work / Life Balance

Flexible working hours / flexi days (available to most staff)
4.4 weeks annual leave per year

Healthy Lifestyle

Free health assessments, screening and vaccinations
Free entry to Bold Park Aquatic Centre

Attractive Superannuation

An extra 5% on top of statutory 10% contribution for contributing members

Employee Assistance Program

All employees and their immediate family have access to free, confidential professional counselling via the Town's Employee Assistance Program.

Study Assistance Program

Study leave and financial assistance is available to employees undertaking work related study.

Other Benefits Include

Training opportunities - Free car parking - Reward and Recognition Scheme - Subsidised corporate uniform - 13 weeks Long Service Leave after 10 years' service in Local Government, pro rata long service leave is available after 7 years' service

WHAT IS THE SELECTION PROCESS FOR THIS POSITION?

The selection process is designed to assess your skills, knowledge and experience for the position. This will be undertaken online and accordingly it is important for you to please use *Chrome, Firefox, Safari, Internet Explorer 8 or newer to complete the tests. **Please do not use your mobile phone***:

Applicants will be directed to an online platform where you will be asked to do the following:

1. Complete an application form and upload a resume. Please note that the Town of Cambridge *does not* require applicants to submit a cover letter; however, if you wish to upload a cover letter it should be combined with your resume prior to uploading.

2. Applicants will be asked to answer 6 questions in response to the requirements of the role; for the role of *Business Analyst* these questions are:

   - Describe your experience in business analysis and solution mapping.

   - What do you think are the key strengths of a Business Analyst?

   - Describe the methodology or tools that you have used to enable you to perform business analysis tasks.

   - Describe how you communicate and engage with different stakeholders.

   - How do you ensure the quality in project deliverables?

   - Do you have experience with Agile Methodology? If yes, please elaborate.

   Please give some thought to how you would answer these questions before commencing the application process.

3. Applicants will then be required to undertake a Universal Cognitive Aptitude Test and Employee Personality Profile. On completion of your application you will receive a Workplace Insights Report derived from the Employee Personality Profile; the report gives you the opportunity to receive immediate feedback regarding the test, insight into your personal workstyle, your strengths, and areas of opportunity

   Both tests are undertaken online as part of the application process and may take up to 40 minutes to complete.
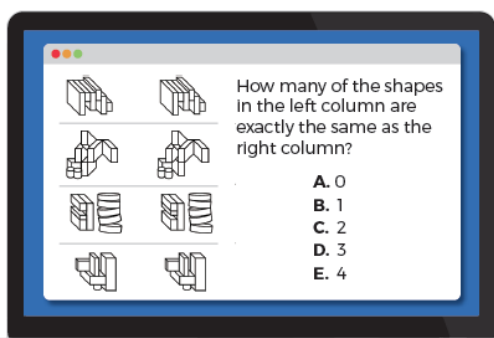
Shortlisted applicants will be invited to attend a face to face interview with the selection panel.

4. Following the interview process, preferred candidates may be required to undergo further testing.
5. Reference checking will be undertaken at the completion of all assessment to validate the preferred applicant's claims for the position.

Should you wish to find out more information on the Town of Cambridge please visit our website https://www.cambridge.wa.gov.au/Home

The Town is an inclusive employer and accordingly if you have a disability or condition that limits your ability to complete the online application process before the closing date please contact the HR team on (08) 9347 6012 to discuss an alternative lodgement method or reasonable adjustments to be made to the process.

IF YOU HAVE TECHNICAL ISSUES

You will need a reliable internet connection to complete the test.
You can access some information from the below link to help you prepare for the testing process.
https://www.criteriacorp.com/resources/candidates.php

When you first log in you will be asked to write down an Event ID. This is an important step as if you experience an internet connection issue and need to restart your assessment you will go to:

www.oda1.com and enter the Event ID

Ongoing technical issues please email help@criteriacorp.com; you will receive a response within 1 business day

Town of Cambridge

Position Description

Role title:	Business Analyst
Grade:	$100-110k
Position Number:	
Section: Directorate:	
Position Objective:	The Business Analyst position gathers, analyses, maps processes, documents business requirements and facilitates the design and implementation of solutions across the Town. *This position is aimed to have an understanding of the current processes and as-is state, undertake gap analyses and map new desired state processes and solutions for the Town.* This position will be aligned to the Strategic ICT Plan 2021-2026 and also deliver on operational effectiveness elements for the Town.
Stakeholder Engagement:	The position works closely with business users, IT team and external stakeholders (e.g. contractors) to review processes. With strong communications, business and technical skills, the position will engage with all types/levels of business users and translate this information into technical requirements for the IT resources to implement. The Business Analyst also facilitates discussions within group settings to ensure various perspectives are captured.
Direct Manager:	Manager Information Technology
Direct Reports:	Nil
Total Staff Responsibility:	Nil

Our values				
Friendly and helpful	Teamwork	Creativity	Integrity	Respect

Acknowledgement	
Employee Signature and Name	*Date*
Manager Signature and Name	*Date*

Position registered by	
HR Officer Signature and Name	*Date:*

Key Responsibilities

In the context of the position and the Town's vision and values:

- Experience in collaborating and engaging with relevant staff and stakeholders to appreciate business needs and pain points to design solutions and achieve effective outcomes

- Work with the Town's Business Areas to explore and map business problems, elicit business requirements, conduct a gap analysis and outline future desired state process flows and solutions to achieve more efficient use of technology solutions and effective business processes

- Prepare functional and non-functional requirements documentation

- Work in conjunction with business users in the creation of test plans and the performance of acceptance testing to validate initial business requirements in new or changed business processes and systems.

- Coordinate the testing process to ensure expected outcomes are achieved

- Prepare training documentation for new processes and systems

- Facilitate re-engineering of business processes to align with the ICT Strategic Plan

- Work closely with IT staff and contractors to ensure appropriate implementation of solutions

- Proactively identify issues and opportunities for improvement at the Town through use of technology, streamlined processes or otherwise.

- In all actions, be accountable and employ ethical decision making and good governance in line with Town polices, procedures and broader aspirations

- Be engaged in sustainability initiatives and proactively suggest ways to improve recycling, energy and water consumption in Town operations and how Cambridge can maintain its natural environment in line with Town policy and the Strategic Community Plan.

- Take reasonable care to ensure your own safety and health and that of others, comply with instructions given for the safety of yourself and others and co-operate with management in its fulfilment of its legislative obligations, in line with Town policy.

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

ESSENTIAL:

- Demonstrated experience in business analysis, process mapping and business improvement.
- Well-developed analytical and problem-solving skills.
- Well-developed interpersonal skills, with the ability to effectively engage with all types of stakeholders at any level.
- Demonstrated high level of oral and written communication skills, with the ability to concisely capture business and systems requirements and produce reports and project documentation.
- Comprehensive knowledge in the development of user acceptance testing plans and training material
- Well-developed organisational skills to manage competing priorities and business needs.
- Demonstrated ability to work in a team environment.
- Completion of an IT/IS/Computer Science/Software Engineering degree, with relevant working experience.

DESIRABLE:

- Demonstrated understanding of the Software Development Lifecycle
- Demonstrated understanding in Agile methodology
- Knowledge of ERP systems (e.g. TechnologyOne)
- Experience with Local Government Corporate Operations