
South Australia Police
POSITION INFORMATION DOCUMENT

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|----------------|---|-------------------------|
| Stream | : | Administrative Services |
| Career Group | : | Administration |
| Discipline | : | AO |
| Classification | : | ASO-4 |
| Service | : | Business Service |
| Position Title | : | Business Analyst |

LEVEL CHARACTERISTICS

The position has been classified at the Administrative Services level 4 by virtue of the requirements to:

- Exercise initiative in the application of work routines, methods and procedures;
 - Provide and apply relevant skills and experience in a specialist area of operation;
 - Work under limited direction;
 - Exercise a sound knowledge of agency programs, policies, activities, structures, service functions and/or of a range of disciplines;
 - Use initiative and judgement where procedures are not clearly defined, and identify specific or desired performance outcomes.
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POSITION SUMMARY

The Business Analyst is accountable to the Manager, Business Unit for the provision of a comprehensive business reporting service, including the development of key performance indicators, benchmarks, monitoring techniques, conducting analyses and undertaking projects, which contribute to the efficient and effective operation of SAPOL's major asset classes.

POSITION CHARACTERISTICS

South Australia Police provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

The Business Service mission is to provide professional corporate services that are client focused, innovative and cost effective in supporting SAPOL in the delivery of policing services to the community of South Australia.

The Physical Assets Services Branch is one of six branches within Business Service which provides support services to assist the Department to achieve its objectives in the areas of:

- ⇒ Strategic asset management and planning;
- ⇒ Vehicle fleet management;
- ⇒ Capital works programming and implementation;
- ⇒ Facility management;
- ⇒ Aircraft services;
- ⇒ Exhibit stores and confiscated property management;
- ⇒ Corporate equipment provision;
- ⇒ Police housing liaison.

The Business Unit is responsible for business, administrative, financial, budget, knowledge management and auditing functions including;

- Preparation, analysis and management of capital and operating budgets
- Undertaking audits
- Preparation and certification of accounts for payment
- Developing and maintaining knowledge management systems
- Undertaking business planning and reporting
- Undertaking reviews and recommending initiatives and innovative solutions to business problems
- Provision of monitoring services to contribute to the effectiveness of asset performance to ensure full value is obtained from the assets employed. Asset performance monitoring and reporting includes:
 - Asset utilisation and performance studies;
 - Development and maintenance of key performance indicators and benchmarks;
 - Service contract performance auditing
- Provision of comprehensive financial, administrative and business support for the Branch.

ORGANISATION

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|----------------------------------------------|------------------------------------------------|
| Supervisor reports to: | Manager, Physical Assets Services Branch |
| Supervisor's position: | Manager, Business Unit |
| Subject position: | Business Analyst |
| Staff supervised: | Nil |
| Other positions reporting to the Supervisor: | Finance Officer Two Administration Officers |

South Australia Police
JOB AND PERSON SPECIFICATION

Title of Position : Business Analyst
Classification Code : ASO4
Position Number :
Position Created :
Type of Appointment : Permanent
Service : Business Service
Division/Branch : Physical Assets Services Branch
Section : Business Unit

Job & Person Specification Approval
(for all positions excluding senior positions)
..... / / 09
Commissioner of Police or Delegate
PCO Reference Number

JOB SPECIFICATION

1. Summary of the broad purpose of the position, and its responsibilities / duties.

The Business Analyst is accountable to the Manager, Business Unit for the provision of a comprehensive business reporting service, including the development of key performance indicators, benchmarks, monitoring techniques, conducting analyses and undertaking projects, which contribute to the efficient and effective operation of SAPOL's major asset classes.

2. Reporting / working relationships

The Business Analyst reports to the Manager, Business Unit and has a close working relationship with other section staff and wide contact with managers and staff across SAPOL.

3. Special Conditions

Some out of hours work and intrastate travel possibly requiring overnight travel may be required. A current South Australian Driver's Licence is essential.

4. Statement of Key Outcomes and Associated activities

Contribute to efficient and effective performance of SAPOL's assets by developing measurement techniques, and mapping of key areas of business operations by:

- Developing and managing the generation of performance related information including benchmarks and key performance indicators for all classes of SAPOL assets.
- Sourcing and extracting information from various computer systems throughout SAPOL to produce regular and adhoc reporting of status and trends as required.
- Developing policies, practices and procedures to ensure suitable processes are maintained to record predetermined performance information.
- Liaising with external service providers and major contractors to ensure timely provision of designated performance information to ensure compliance to contract terms and conditions.
- Identifying and reporting on gaps or issues impacting on business service provision or requirements.
- Developing solutions/proposals to address gaps or issues impacting on business service provision or requirements.
- Undertaking research and analysis to improve products, services or innovations and providing reports and recommendations on improvements.

Assist with the implementation of performance monitoring programs targeting the efficient and effective operation of SAPOL assets and services by:

- Reviewing and establishing appropriate techniques and systems to continuously monitor services against agreed benchmarks.
- Undertaking research, feasibility studies and the preparation of business cases where appropriate.
- Maintaining regular liaison with a range of customers to ensure client satisfaction and that the areas monitored and services provided are suitable for the intended purpose.
- Recommending actions to resolve issues and achieve continuous improvement.
- Producing high quality reports and statistical information utilising various software applications including Microsoft Word, Excel, Access and PowerPoint.
- Providing information in a consistent and user friendly manner for use by the Executive Group, various SAPOL managers and for inclusion on the departmental Intranet site/s.

Contribute to the effectiveness of service delivery in the Business Unit Section by:

- Providing excellent customer service.
- Participating as a team member and assisting with other area sections activity where appropriate.
- Observing and applying Occupational, Health, Safety and Welfare principles and practice.
- Adopting the practices of equity and diversity in the workplace and ensuring a harmonious workplace, free of unlawful discrimination, sexual harassment and bullying.
- Assisting Manager, Business Unit to coordinate and conduct audit activities.
- Providing other ad hoc assistance to Manager, Business Unit when requested.

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|-------------------------------------|-------|---|------|
| Certified correct by Branch Manager | | / | / 09 |
| Acknowledged by Current Occupant | | / | / 09 |
| Name of Current Occupant | | / | / 09 |

PERSON SPECIFICATION

Essential Minimum Requirements

(Those characteristics considered absolutely necessary)

Educational / Vocational Qualifications

(Include only those listed in Commissioner's Standard No.2 as an essential qualification for specific group)

Nil

Personal Abilities/Aptitudes/Skills

(Related to the job description, and expressed in a way which allows objective assessment)

- Strong analytical skills and the ability to propose sound solutions to business requirements.
- Sound written, verbal, interpersonal and presentation skills that result in effective communication with people at a range of levels, both internal and external to the department.
- Demonstrated ability to work effectively in a team environment.
- Demonstrated ability to prioritise workloads, meet deadlines and client expectations.
- Possess a high level of personal integrity and credibility and maintain confidentiality.
- Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination and bullying and where diversity is valued.

Experience

(Including Community Experience)

- Experience in the creation, development and monitoring of benchmarks and key performance indicators.
- Experience in analysing and providing both financial and non-financial information in meaningful reports.
- Experience in the preparation of reports which identify and review options and provide recommendations.

Knowledge

- Understanding of business management processes and systems.
 - Knowledge of the principles of Equity and Diversity requirements.
 - Demonstrated proficient knowledge and commitment to OHS&W legislation, principles and practices; and risk assessment in accordance with the OHS&W Act (1986), Regulations & AS/NZS 4360 Standard.
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PERSON SPECIFICATION

Desirable Characteristics

(To distinguish between applicants who have met all essential requirements)

Educational / Vocational Qualifications

- Tertiary qualification in business, finance, economics, IT or related fields.
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Personal Abilities / Aptitudes / Skills

Experience

- Experience in change management processes.
 - Experience in a contract management environment.
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Knowledge

- Understanding of the role and function of SAPOL.