Role Description
Business Process Analyst

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224712
OSCA Code	223433
PCAT Code	3229192
Role Family/Function/Type	Business Analysis & Performance / Business Improvement
Date of Approval	September 2023 (2026 Capabilities updated Nov 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Identify, analyse, design and re-engineer business processes, facilitate business process improvements and provide solutions aligning with business objectives and business strategic plans.

Key accountabilities

- Consult with business stakeholders to graphically represent how business is done and how business is to be done across a business unit, organisation or between organisations.
- Develop material and provide input on training for operational processes to support business operation
- Work collaboratively with subject matter experts within the business to understand end to end processes and ensure effective solutions
- Undertake systems and manual process analysis, process design and modelling to identify gaps and opportunities for improvement
- Monitor, analyse and review business processes to identify process gaps and to enable development of improvement strategies
- Facilitate business engagement to identify, drive and deliver continuous improvement and efficient enhancements in operational efficiency, customer service, systems and processes to meet the business objectives
- Provide advice on the adoption and continual improvement of Business Process Management (BPM) to ensure effective governance and best practice processes and principles are applied

Key challenges

- Understanding relationships between components of processes and the impact of changes in complex business environment.
- Building trusted business relationships through strong stakeholder management techniques and consulting skills while meeting competing demands with critical deadlines from multiple stakeholders.
- Communicating complex processes and manage stakeholder expectations on agreed solutions while ensuring compliance with legislation, standards and the integrity of the service and quality.

Key relationships

Internal

Who	Why
Reporting Line Manager	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on issues and priorities • Participate in meetings and discussions to share information and provide input and feedback
Work Team	• Work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to share information and provide input on issues
Client/Customer/Stakeholder	• Manage expectations and provide high quality customer focused support and services • Resolve issues and provide solutions to problems • Provide advice to stakeholders to ensure consistent approaches and appropriate standards are met • Liaise with key stakeholders and facilitate workshops to develop and implement improvements that meet changing business requirement and improve day to day business performance

External

Who	Why
Customers/Stakeholder	• Develop and maintain effective working relationships and open channels of communication • Address/respond to queries where possible, or redirect relevant party for review and resolution • Manage the flow of information, seek clarification, and provide customer focused advice and responses to ensure prompt resolution of issues
Industry professionals/ Consultants	• Seek/maintain specialist knowledge/advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice • Collaborate with and seek/maintain specialist knowledge/advice • Participate in forums, groups to represent the agency and share information • Participate in discussions regarding innovation and best practice

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

The role accounts and reports to the relevant reporting line manager.

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Manage Self** Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships • Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience • Think creatively to come up with new ideas to resolve issues and improve customer experience • Seek input and ideas from people with different backgrounds and experiences • Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness • Analyse data and information to identify insights and communicate findings in a clear and meaningful way	Adept
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate