



Position Description

Vacancy Title: **Senior Business Analyst**

Location:

Reports To: **None**

Objective

The Senior Business Analyst plays a strategic role in Westpac's Projects Team within Business Unit Tech by acting as the conduit between business needs and technology delivery. The role ensures successful project execution by defining clear requirements, facilitating collaborative solutions, and delivering measurable business outcomes. Reporting to the management, this role leads analysis across the full delivery lifecycle to align systems, processes, and policies with enterprise goals.

Outcomes

Organisational Stakeholders

1. Stakeholder Management & Communication

- Stakeholder relationships across business and technology domains were identified, engaged, and managed.
- Collaborative workshops, requirements sessions, and cross-functional discussions were facilitated.
- Small teams in requirements elicitation, analysis, and documentation were led.

2. Requirements Analysis & Lifecycle Management

- Business and system requirements through the full delivery lifecycle were defined and managed.
- "As-Is" and "To-Be" business process definition and optimization were driven.
- Business Requirements Documents (BRDs), Process Specifications, and Functional/Non-Functional Specifications were developed.
- Solution design, testing, training, and implementation activities were supported.

3. Business Case Development & Benefits Realisation

- Clear business cases aligned with strategic outcomes were constructed.
- Proposed solutions to validate business value and estimate project costs were analyzed.
- Benefits realisation plans throughout project delivery were defined and tracked.

4. Compliance with Delivery Methodologies

- Enterprise standards such as Project Execution Framework (PEFm) and Requirements Development Framework (RDF) were applied and advocated.
- Adherence to best practices and governance models across analysis activities was ensured.
- Complex, high-profile projects involving multiple stakeholders and systems were managed.

5. Risk Assessment & Mitigation

- Impact and risk assessments for proposed solutions were prepared.
- Critical risk conversations with Principal BA, Project Managers, Test Manager, and key stakeholders were facilitated.
- Risks through effective planning, documentation, and governance were mitigated.

6. Project Reporting & Visibility

- Status reporting related to project progress, risks, and issue management was led.
- Transparent communication channels to inform delivery teams and stakeholders were maintained.

Responsibilities - Key Competencies

Competence

Description

Business

Business Performance	Manage the performance of the organisation.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication

Customer

Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.

Competence	Description
Quality Focus	Deliver quality.
People	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Mathematical Reasoning	Apply mathematical reasoning.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business and Management	Tertiary qualification in Business, Information Systems, Finance, or a related discipline.
Preferred		
Other		CBAP (Certified Business Analysis Professional) preferred.
Preferred		
Other		PMI-PBA (Professional in Business Analysis) preferred.
Preferred		
Other		Lean Six Sigma Green/Black Belt preferred.

Work Knowledge and Experience

Technology & Business Systems Expertise with proven ability to understand both strategic and operational dimensions of business systems.

Practical experience with both Waterfall and Agile frameworks.

Strong grounding in business process modelling, requirements analysis, and solution evaluation.

Working knowledge of operational and project risk frameworks, including Operational Risk In Projects (ORiP).

3–7 years of hands-on business analysis experience in financial services or similar complex environments.

Requirements

Regulatory Compliance Requirements

Familiarity with enterprise delivery standards like PEFm and RDF.. Expertise in facilitating business solution workshops.. Stakeholder engagement from senior executives to business users.. Coaching and mentoring junior BAs or project team members.

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Project Managers	
	Project Managers and Delivery Leads	
	Management Team	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time

Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
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Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Challenger	Queries, tests information/beliefs and provokes thought.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Numerate	Shows abilities in quantitative thought and expression.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 19 Sep 2025