

POSITION DESCRIPTION

Position Title:	Senior Business Analyst, Service Design
Position Number:	100371
Work Unit/Division:	Knowledge & Technology/Operations
Classification:	VPSG 6.1
Salary Range:	\$142,790 to \$166,938 per annum plus 12% employer superannuation contribution
Employment Type:	Ongoing
Position Reports to:	Chief Information Officer
Location:	Level 2, 570 Bourke Street, Melbourne Vic 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the Role

The Senior Business Analyst, Service Design provides expert leadership across the organisation in the evidence-based analysis and design of services, processes, ways of working, and technology-enabled improvements. The role combines business analysis, service design, process improvement, and technology adoption expertise to assess current-state performance, understand the needs of service users and staff, define future-state services and outcomes, develop solution designs, and translate business needs into clear, practical requirements for delivery.

Working closely with Directors, Managers, operational teams, service users, technical specialists, vendors, the role provides expert advice, develops business cases, and ensures redesigned services and solutions are accessible, inclusive, privacy-aware, viable, feasible, and aligned with organisational strategy. The role also builds organisational capability by championing best practice, fostering collaboration, enabling consistent service improvement approaches, and supporting evidence-based decision-making for senior leaders.

Core to success in this role is the ability to develop and apply a strong working understanding of the Ombudsman Act 1973 and its implications for service design, business rules, information handling, technology adoption, and operational processes.

Key Accountabilities

- Lead and synthesise research with service users, staff and stakeholders, including interviews, observations, workshops and document review, to develop evidence-based findings.
- Lead the capture and analysis of current-state services and processes, including service handoffs, exceptions, business rules, end-to-end process maps and baseline measures.
- Identify and quantify avoidable contact, bottlenecks, duplication, avoidable effort, accessibility barriers, compliance risks, pain points and improvement opportunities using available service data and research evidence.
- Lead the business in the design and establishment of experience, operational, staff and service measures, including baselines and targets.
- Lead and facilitate co-design of future-state services, service delivery frameworks, decision models, policy, process and ways of working with staff, and with service users where appropriate, producing validated artefacts such as process maps, service blueprints, personas and journey maps.
- Design and facilitate workshops that bring together user needs, business goals, policy requirements, operational constraints and technical options.
- Develop workable solution (policy, process, technology) options that simplify processes, consider reuse, scale and appropriate automation in line with business and technology strategies.
- Lead in the development and maintenance of an organisation-wide prioritised opportunity backlog with traceability from evidence, insights and pain points through to opportunities, requirements, solution decisions, benefits, measures and delivery outcomes.
- Build trusted relationships and provide evidence-based advice to stakeholders, executives and governance forums, including development of papers, briefings, options analysis and recommendations, and business cases.
- Build service design, business analysis and process improvement capability across the agency by coaching and enabling business areas.
- Work with delivery teams, architects, developers and vendors to support implementation planning, clarify requirements, develop technology, process or policy solution designs, support adoption, resolve design questions and maintain alignment to agreed outcomes.

Key Selection Criteria

1. Demonstrated experience as a Senior Business Analyst, Service Designer or equivalent hybrid role translating service design into technological solution designs and adoption in complex service, regulatory or public sector environments,
2. Strong demonstrated experience planning, conducting and synthesising user, staff and stakeholder research, including interviews, observations, workshops and document review.
3. Demonstrated ability to elicit, analyse and document current-state and future-state services and models, including process maps, service blueprints, journey maps, personas, functional and non-functional requirements, and solution design.

4. Demonstrated ability to define service, operational, staff and experience measures, and link improvement activity to measurable outcomes.
5. Experience developing prioritised opportunity backlogs, options analysis, business cases, investment logic and executive-quality recommendations.
6. Strong facilitation, stakeholder engagement and communication skills, including the ability to prepare evidence-based artefacts, resolve competing priorities and influence without direct authority.
7. Ability to coach and uplift business areas in service design, business analysis and process improvement practices and to work collaboratively across business, technical and delivery teams.
8. Applied understanding of accessibility, privacy, records, information security, inclusion, human rights and information management obligations in government or regulated environments.
9. Ability to develop and apply a working understanding of relevant legislation, including the Ombudsman Act 1973, and translate statutory, policy and operational requirements into practical service design and business analysis artefacts.

Desirable

1. Experience in Victorian Government, broader public sector, integrity, complaints, regulatory or oversight environments.
2. Familiarity with WCAG 2.1 AA, inclusive design, assisted digital support and non-digital service pathways.
3. Experience with Agile, hybrid or iterative delivery environments.
4. Experience using tools such as Miro, Visio, process mapping tools or equivalent.
5. Familiarity with automation assessment, including when to eliminate, simplify, standardise or automate process steps.

Capabilities

Knowledge and Skills

Critical Thinking and Problem Solving

Customer Focus

Data Literacy

Partnering and co-creation

Stakeholder Management

Influence and Persuasion

Capability Description

Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions

Understand customer need, apply skills, knowledge and experience to deliver high impact services that address those needs

Utilise diverse data sources to improve the speed and quality of service delivery and decision-making processes

Build effective partnerships with the client/ customer/community throughout problem solving process to gain critical insights and develop effective solutions

Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes

Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and idea using effective written and verbal communication skills

Personal Attributes

Promote Inclusion

Works Collaboratively

Resilience

Flexibility and Adaptability

Outcomes Thinking

Self awareness

Capability Description

Embrace diversity, draw on insights into the community's beliefs, needs, and values to inform required actions

Build trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers the service, external partners, and community) in the delivery of work and outcomes

Maintain a positive attitude and consistently deliver quality work in the face of challenging situations

Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results

Think and work in different ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity

Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration for recruitment purposes
 - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

VO Values: Our values support our work towards a constructive culture. They act as a compass for how we work together and with others.

Fairness

- We pursue fairness in our work.
- We keep people at the centre of decision making and seek to address inequity.
- We treat each other and everyone with dignity, respect and compassion.

Impact

- We make intentional choices to bring about meaningful and enduring change.
- We work with those we oversee to develop innovative solutions to improve the lives of Victorians.
- We bring creativity and curiosity to our work.

Trust

- We build trust with the community and government by listening and acting with independence and integrity.
- We strive to be a valued voice in improving public administration.
- We work in a spirit of openness and collaboration to support a constructive workplace culture.

All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.