



Position Description – Senior Business Analyst START Program, Enabling Services Reform

Position Details

Position Title: Senior Business Analyst

College/Portfolio: Operations

School/Group: Portfolio and Project

Campus Location: Primarily based at City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 8

Time Fraction: 1.0

Employment Type: 1 Year Fixed Term

Fixed Term Reason: Specific Task or Project

Reporting Line: Associate Director, Engagement – ESR Program

No. of Direct reports: None

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing, and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations; we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences. The portfolio incorporates the following business units; Data & Analytics, Finance & Governance, Information and Technology Services (ITS), Legal, Office of the Chief Operating Officer, Property Services, and Enabling Services Reform which is where this role resides. The portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

Position Summary

The Senior Business Analyst is responsible for leading business process improvement activities within the Enabling Services Reform team of the Operations Portfolio. The role sits within a team delivering a series of enterprise transformation initiatives. This role focuses on process design, business process improvement, service optimisation and continuous improvement to drive efficiency and transformation of the student and staff experience. The initial focus of this role will be on the Strategic Transformation Academic Resourcing and Timetabling (START) project with an emphasis on academic resource/workforce planning at RMIT.

This role will work in a lead analysis capacity, working closely with business stakeholders, technical teams, and project leadership to elicit and define scope, capture high level business capabilities and requirements, map current and future state processes.

Focus areas include:

1. **Benefits Analysis and Pain Point Resolution:** Address and resolve pain points to enhance both staff and student experiences through strategic benefits analysis.
2. **Best Practice Identification and Process Optimisation:** Identify and implement best practices to simplify and streamline processes and improve efficiency, leveraging technology effectively.
3. **Governance Alignment and Continuous Improvement:** Ensure alignment with governance principles and implement continuous improvement methodologies to maintain high service standards.
4. **Reimagining State of End-to-End Processes with Innovation and Automation:** Transform service delivery by reimagining end-to-end processes through innovative solutions and automation to improve student and staff satisfaction.

This role is pivotal in driving transformational change within the ESR team, ensuring that student and staff experience is at the heart of all we do.

Key Accountabilities

- **Stakeholder Management:** Identify and manage stakeholders across business and technical domains, ensuring they are informed, consulted, and engaged throughout solution delivery and transition to new capabilities.
 - **Requirements and Process Analysis:** Facilitate engagement sessions to clarify business needs, personas, access scenarios, and expected benefits, while leading end-to-end process mapping, pain point analysis, and future state design.
 - **Business Analysis Artefacts:** Maintain traceability and alignment of requirements across all artefacts, supporting accurate implementation, testing, and ongoing change management throughout the project lifecycle.
 - **Collaboration and Communication:** Champion ongoing collaboration across business, technical teams, and key stakeholders to ensure initiative alignment, effective dependency management, transparency, and successful project delivery.
 - **Continuous Improvement and Best Practice:** Stay current with industry trends, identity management, and BA methodologies; actively share insights and lead adoption of best practice solutions, including benchmarking peer institutions.
 - **Governance and Documentation:** Develop proposal and governance documents, executive summaries, and recommendations to align solutions with College and University strategic objectives and facilitate effective decision-making.
 - **Benefits Realisation and Metrics:** Design, develop, and implement metrics to measure improvements, benefits realisation, and alignment to strategic objectives, ensuring value is demonstrated and sustained.
 - **General Support:** Undertake additional tasks as required to support broader University objectives, fostering capability uplift and continuous improvement.
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Key Selection Criteria

Essential:

- Demonstrated experience as a Senior Business Analyst in large, complex enterprise environments.
- Demonstrated experience leading requirements gathering, analysis, business process mapping, and use case development for complex business and technology initiatives.
- Strong capability in developing current and future state process maps using recognised standards,

with evidence of applying these in solution design and validation activities.

- Hands on experience facilitating problem definition, solutioning discussions, and translating business needs into clear end to end business capabilities.
- Demonstrated ability to work with senior and executive stakeholders, with strong communication, influencing, and consultation skills.
- Proven analytical and critical thinking skills, with the ability to work through ambiguity and deliver high quality outcomes independently.
- Experience in the university sector, preferably with academic resource/workforce planning, with an understanding of dual-sector universities.
- Relevant industry certifications or training in Business Analysis, Process Management, or Enterprise Technology (for example CBAP, BPMN) are highly regarded.

Qualifications

- Relevant tertiary qualifications and/or proven extensive experience.
- Formal Business Analysis and/or Project Management certifications.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Name: Caitlin Crowley Title: Associate Director, Engagement Date: 03/02/2026	Approved:	Name: Dr John Pillay Title: Executive Director, Enabling Services Reform Date: 03/02/2026
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