



Application package

Position title:	Business Analyst - Customer Experience
APS Level:	APS6
Salary package:	Salary package from \$109,368 to \$124,935 (includes base salary of \$94,773 to \$108,263 plus 15.4% superannuation)
Position offered:	Full-time – Ongoing or non-ongoing <i>Flexible working arrangements available including hybrid working</i>
Location	Level 7, 309 Kent St, Sydney CBD
Closing date:	Wednesday 23 rd July at 5:00pm
Contact Officer/s:	Laura Pearce Privacy, Governance, Compliance & Reporting Communications Manager
Contact number:	(02) 9432 7091

This application package includes Information on our Agency, the role, how to prepare your application and the selection process.

About the opportunity

The Workplace Gender Equality Agency (WGEA) is seeking a skilled **Business Analyst** to lead the identification and development of improvements to the employer reporting experience. This role involves a thorough review of existing business processes, supporting technologies, and help desk operations.

As part of our commitment to continuous improvement, this position plays a critical role in reducing the administrative burden on employers and enhancing support for reporting and compliance requirements. The successful candidate will join the **Gender Equality Programs team** and collaborate closely with the **Technology team**.

To be successful in this role, you will need demonstrated experience in both **service delivery** and technical environments. A key focus will be assessing the current technical infrastructure and support processes, identifying gaps or inefficiencies, and proposing practical, user-focused solutions.

This role works with internal stakeholders to:

- understand business needs
- capture, analyse and document solution requirements
- assist with solution design, and;
- support the delivery of business solutions that meet business needs, working to continuously simplify and improve internal and external user experience.

The teams

Gender Equality Programs team

The Gender Equality Programs Team is responsible for delivery of WGEA's reporting programs that require relevant employers to lodge information annually about gender equality indicators set out in the *Workplace Gender Equality Act 2012*. The team:

- provides guidance and support to employers to minimise the regulatory burden and ensure quality submissions
- monitors, reports on and encourages compliance.

Technology team

The Technology Team's purpose is to provide end to end oversight and management of the information systems that underpin and support all data and information requirements for WGEA. This includes management and delivery of stable business as usual operations along with agile enhancement of the core technology services. Additional team goals are to enable increasing efficiency of Gender Equality Reporting data collection, ensuring system security and information privacy, tuning scalability, supporting, training WGEA staff and ensuring compliance with governing legislation and policies.

About our Agency

WGEA is the Australian Government's key agency charged with promoting and improving gender equality in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data.

WGEA's ambition is to accelerate progress towards workplace gender equality. We are a small unique agency with a big agenda.

At WGEA you will be part of a team of high achievers who are passionate, friendly, and fun. We understand what working flexibly means. We pride ourselves on being a respectful, diverse, and inclusive community. We encourage and welcome applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

What we look for

- people who are committed to supporting and delivering change in Australian workplaces (our purpose).
- flexible and adaptable people to meet immediate needs and future challenges.
- team oriented people who have energy and are determined to succeed.
- people who are open, service orientated, accountable, of high integrity, and can operate based on impartial evidence (our Values).

What we offer

We value each team members contribution and offer:

- a culture that is committed to our purpose and getting results, recognises achievements, and values innovation.
- opportunities for team members to work on WGEA wide projects and encouraging everyone to be adaptable and collaborative.
- flexible working options that empower you to model a working day and/or environment that brings out the best outcomes from you. Whether that is working from our modern offices in Sydney CBD or from home each team members working day can be different
- attractive salaries and superannuation (15.4%) as well as a range of other benefits.
- a culture and leadership team that believe in diversity and inclusion.

Further information about our Agency is available at www.wgea.gov.au

Position description

Position number:	58662
Position title:	Business Analyst - Customer Experience
APS Level:	APS6
Position:	Ongoing Full time (<i>Flexible working arrangements including hybrid available</i>)

The role

In line with the Agency strategy and under the direction of the Executive responsible for overall delivery of Gender Equality reporting programs, the Business Analyst – Customer Experience brings deep subject matter knowledge of process improvement to business problems. In addition to good business analysis capabilities, this role will require a comprehensive understanding of support desk operations. A focus for this role will be supporting the development and improvement of WGEA's support operations for employers, focusing on identifying and improving relevant business processes. Working closely with key team members and internal stakeholders.

The Business Analyst – Customer Experience business reviews and analyses WGEA's operational processes, services and information needs to identify changes leading to reducing the regulatory burden on reporting organisations and help WGEA report on business performance. The successful applicant will be part of significant business transformation initiatives currently under way.

The key duties of the position include:

- analysing existing business processes, systems, applications and functions to develop business improvement solutions including business processes, procedures and frontline support options.
- preparing reports on a range of internal and external metrics, including the evaluation of projects to support the reporting of business performance against key performance indicators.
- assisting the Reporting team, working closely with the Technology Team to respond, investigate and resolve reporting enquiries involving technical issues.
- identifying issues, risks and benefits of existing and proposed solutions along with identifying their business impacts.
- defining testing requirements and assisting with the testing of technology solutions for the Salesforce platform and data systems.
- contributing to other WGEA projects as required.

Capabilities

We are seeking an individual with the following **capabilities** and experience (minimum essential requirements):

- Experience in business process improvement including the application of information systems, tools, and methodologies to drive efficiencies.
- Demonstrated ability to work with technical and non-technical teams.
- Project management skills and the ability to achieve outcomes with agreed timelines.
- Ability to analyse and interpret performance data.
- Strong analytical, investigative, and problem-solving skills.
- Experience with Salesforce is desirable.

- ✓ Strong interpersonal skills including the capability to influence senior stakeholders and negotiate productive outcomes. Able to build and sustain positive relationships with team members, stakeholders and clients.
- ✓ demonstrated professionalism, integrity, and adherence to the APS Values and Code of Conduct.
- ✓ the Australian Public Service Integrated Leadership System (ILS) provides the foundational framework for defining future leadership capabilities at the APS 6 level. Candidates will be assessed against the ILS to ensure alignment with the core future leadership attributes expected at this level. In addition, the Work Level Standards (WLS) will be used to evaluate demonstrated experience and effectiveness, outlining the scope, complexity, and strategic impact associated with successful performance at the APS6 classification.

How to apply

Prior to sending your application email to recruitment@wgea.gov.au, use the below to ensure you have included all relevant details.

Your email should include:

- ☐ Title of the vacancy/position you are applying for.
- ☐ A **cover letter/statement** outlining how your skills, experience and qualifications meet the minimum requirements and experience of the role. (**maximum 500 words**).
- ☐ Your **CV/Resume** which provides a summary of your work experience, which includes your full name, contact phone number, and personal email address (**maximum 3 pages**)
- ☐ Contact details of **two recent referees** including your current or most recent supervisor (we will seek your permission before we contact your referees)
- ☐ If you meet the Agency eligibility criteria, confirmation of your **Australian citizenship**, along your ability to successfully clear a National Criminal Records Check upon engagement

Other information you may need to include in your email:

- ☐ Relevant diversity information (preferred pronouns, reasonable adjustments required for interview)
- ☐ If you wish to opt into RecruitAbility (information detailed in how to prepare your application)
- ☐ Any further relevant information.

Application information

Agency Eligibility Criteria:

Under section 22(8) of the Public Service Act 1999, employees **must be Australian citizens** to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise in writing. Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required baseline security clearance level for the role. Baseline security clearances require you to be an Australian Citizen and meet AGSVA criteria.

Successful applicants will also be required to successfully pass a National Criminal History check.

Diversity

WGEA values the contributions of people with different backgrounds, experiences and perspectives. You can tell us in your application, or when called in for interview, if you need any adjustments to help you participate equally in the selection process.

RecruitAbility

WGEA is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do you opt into RecruitAbility?

Simply note in your cover letter that you wish to:

1. Opt into RecruitAbility, as you have a disability (definition as defined by [Australian Bureau of Statistics](#))
2. Clearly show how you meet the requirements of the vacancy with WGEA.

Questions about the position

The contact officer is available to answer any questions you have about the position. Their contact details are on page one of this application package.

Lodging your application

Your application should be emailed to **recruitment@wgea.gov.au** prior to the closing date and time. Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

Use the 'how to apply' checklist above to ensure you include all relevant information and documentation.

Recruitment Process

The selection may be undertaken based on applications and referee reports where a clear result can be determined from this documentation / process. A selection panel (usually two to three people) will be formed to consider all applications and develop a shortlist for any further assessment. If it is determined that further assessment including an interview is necessary, the panel will conduct a video interview which may also include a short practical exercise.

Availability for interview

We make hiring decisions based on your experience and skills as well as how you can enhance WGEA and our culture. Please note that interviews held are conducted virtually. When you apply, please tell us the pronouns you use and any reasonable adjustments you may need during the interview process.

If you are shortlisted for an interview, you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Interviews are planned to occur in August with offers expected to be made within two weeks of interview.

Merit Lists or pools

Where our Agency has established a merit pool or list, it may be used to fill the same vacancy or similar vacancies within a period of 18 months from the date the initial vacancy was notified (advertised) in the Public Service Gazette (APSjobs.gov.au). The Agency will confirm with candidates if they wish to be considered for other or similar vacancies.

Prior to sharing a merit pool or list our Agency will ensure we obtain the candidate's permission to share their details with other agencies. We will obtain this permission during the selection process or when asked to share a merit list or pool. Where a candidate advises that they do not want their details shared with another agency, the candidate's details will be removed before sharing a merit list or pool.