Position Description – *Senior Business Improvement Analyst*

Updated 01/09/2026

POSITION DETAILS	
College/Portfolio	***Student Experience Management***
Organisational Unit	***Student Administration Services***
Supervisor (Title)	***Manager, University Timetable & Resource Scheduling***
Classification	***Higher Education Officer level 8***
Employment Type	***Continuing, full-time***

POSITION SUMMARY

Under broad direction, the Senior Business Improvement Analyst, Student Administrative Services, provides high-level business analysis, process improvement and system assurance capability for Student Administration Services and the broader Student Experience Management portfolio.

The position works with business owners, Student Experience Management units and Information and Digital Services to identify operational, process and system gaps, translate business needs into clear requirements, and support the design and adoption of practical, governed solutions. Based within Student Administration Services, the position helps reduce reliance on unsupported local tools by improving process design, system assurance, documentation and decision-making across core administrative functions.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence
- demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent.
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.



Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

KEY POSITION RESPONSIBILITIES

The Senior Business Analyst is accountable for:

1. Identifying and documenting operational, process and system gaps across SEM branches, and translating findings into practical, governed solutions with business owners.
2. Reviewing and analysing University system outputs to improve data quality, decision-making and efficient use of University systems and teaching resources.
3. Independently gathering, reviewing, benchmarking and analysing business requirements from SEM branches to support process improvement and future solution development.
4. Developing and delivering written and visual models of current and future-state business processes, using appropriate tools to engage stakeholders and system owners.
5. Undertaking strategic analysis, feasibility assessments and options evaluations to support business cases, service improvements and investment decisions across SEM.
6. Designing and supporting adoption of fit-for-purpose solutions alongside existing enterprise systems, coordinating with Information and Digital Services on integration, data and security governance.
7. Supporting system assurance activities, including pre-update testing and risk identification, to reduce the operational impact of platform changes on SEM services.
8. Contributing SEM operational requirements, real-world testing scenarios and business readiness input to University-wide projects, including system and cloud migration initiatives.
9. Identifying, assessing, managing and mitigating operational, process and system risks associated with service improvements, technology changes and business initiatives, ensuring alignment with University governance requirements.
10. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Degree-qualified with substantial relevant experience in business analysis, process or service design, or an equivalent combination of experience, education and training.
- Sound understanding of higher education administrative systems and processes, with the ability to interpret and improve student lifecycle workflows.
- Demonstrated ability to gather, document and analyse business requirements using a range of elicitation techniques across varied and sometimes competing stakeholder groups.
- Demonstrated ability to assess and apply artificial intelligence tools in a responsible and practical way to improve business analysis, process documentation, workflow design, data analysis and service improvement, while maintaining appropriate governance, privacy, security and human oversight.



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- High-level analytical, problem-solving and strategic thinking skills, including the ability to investigate complex issues, evaluate options and develop practical recommendations that support organisational objectives.
- Experience working within Agile or other iterative delivery approaches, balancing structured governance with responsive delivery under tight deadlines.
- High-level interpersonal, communication and stakeholder management skills, including the ability to influence, negotiate and build productive relationships across diverse stakeholder groups, and to translate complex business, technical and process information into practical outcomes.
- High level skills and experience in data modelling and analysis to support business analysis, evidence-based decision-making using platforms such as Power Platform, Tableau or advanced Excel.

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