# Department of Energy, Environment and Climate Action

Position Description





## Position details

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| **Position title:** | Senior Analyst - Business and System |
| **Position number:** | 50822386 |
| **Classification:** | VPS Grade 5 |
| **Salary range:** | $113,022 - $136,747 plus superannuation |
| **Employment type:** | Ongoing - Flexible |
| **Group:** | Corporate Services |
| **Division & Branch:** | Finance, Infrastructure and Procurement Services  Portfolio Budget and Finance; Grants Systems and Support |
| **Work location:** | 8 Nicholson Street, East Melbourne  Hybrid work arrangement available: Yes  No |
| **Reports to:** | Aggie Liu, Team Lead – System Support Coordination |
| **Direct reports:** | Yes  No If yes, how many? |
| **Further information:** | Aggie Liu, aggie.liu@deeca.vic.gov.au |

Position purpose

The Senior Analyst – Business and System is a hybrid role covering both business and system analysis and support. The role is responsible for the support, maintenance and continuous improvement of DEECA’s Salesforce based grants management systems, tools and business processes. The role will provide expert user and system support, analyse issues and requirements, prepare and coordinate change requests, perform trend/data analysis and reporting. This role is also responsible for improving support and change procedures while delivering high quality project management activities. It is expected that the incumbent will build knowledge in data model, grants policies and processes in the role.

Context

*The Group*

Corporate Services comprises seven divisions which includes People and Culture, Finance, Infrastructure and Procurement Services, Information Services, Digital and Customer Communications, Legal and Legislation, Strategic Operations and Strategy and Performance. Each deliver services and expert advice that enables the department to be a sustainable, vibrant and efficient organisation.

*The Division*

The Finance Infrastructure and Procurement Services Division operates as a valued business partner to other groups across DEECA by providing high quality financial, infrastructure, procurement and grant management services, through strong partnerships across the Department, central agencies and service delivery agencies.

*The Branch*

The Portfolio Budget and Finance branch provide high quality services with a strong focus on business insights and financial analysis, in budget strategy relating to the State budget, cabinet submissions and Parliamentary inquiries, portfolio budget and financial management; portfolio budget and financial management of DEECA’s budget and forward estimates, and supporting and advising DEECA portfolio agencies; administering the Sustainability Fund and supporting the Sustainability Fund Committee; and providing grants policy, system, leadership, advice and support services to enable effective and efficient grants management in DEECA.

*The Team*

The Grants Systems and Support team supports the delivery of better practice grants and transfer payments management and administration across DEECA. It leads the development, maintenance and support of grant systems, policy and processes and works with internal and external stakeholders to focus on end-to-end grants management. It provides streamlined business and system support services, advice and training; and strategic responses to grants related projects and initiatives.

Accountabilities

* Scope and document business requirements and system change requests, including regular system releases in line with system capabilities and compliance requirements, and coordinate change processes, including testing, internally and with external support suppliers
* Provide grants system and business support, including support for grant system and processes, form development activities and quality assurance, change and improvement processes, and advice on alignment to policy and procedures
* Coordinate stakeholder support effectively to meet business requirements and team priorities in line with established procedures, and provide guidance to other team members
* Monitor and analyse trends, risks and issues, and provide quality advice, regular reports and data analysis to management on grants data and support, system maintenance, configuration and development, including maintaining relevant documentation
* Build and maintain effective relationships with stakeholders and with support suppliers, to ensure the delivery of high-quality tools, services, support and strategic advice
* Contribute to strategic projects, internal and external audits, corporate reporting, training, briefing papers and correspondence as required
* Contribute to team’s deliverables, change implementation and development of grant communications and networks, including supporting a Community of Practice for grants
* To practise cultural safety by creating environments, relationships and systems free from racism and discrimination so that people can feel safe, valued and able to participate.

Key Selection Criteria

The key selection criteria specified below outline the capabilities required for the position.

**Specialist/Technical Expertise/Qualifications**

* Degree in Computer Science, Information Systems or other related fields,
* Strong knowledge and experience of Salesforce application and its support is highly desirable, in particular, its direct application to grants management lifecycle processes within a government context.
* Demonstrated experience in identifying creative solutions, scoping and preparing change requests, reviewing/mapping business processes, and implementing continuous improvement practices.
* Knowledge of grants, financial management systems, and Microsoft Power Automate is advantageous.

**Capabilities**

* **Critical Thinking and Problem Solving:** Takes into account wider business context within business unit when considering options to resolve issues. Identifies recurring problems and prevents future recurrence by integrating solutions into work process. Delivers tangible business outcomes as a result of critically evaluating problems from multiple perspectives and delivering effective solutions.
* **Innovation and Continuous Improvement -** Uses understanding of clients or stakeholders’ context to design and implement systems for continuous improvement within team or organisation; Reviews and analyses internal and external information to improve effectiveness and quality of work; manages process analysis and process modelling, technical requirements analysis and data mapping activities.
* **Project Delivery**: Translates strategies into programs or projects that enables achievement of outcomes require; Defines governance e.g. success measures, roles and responsibilities, progress monitoring) required to manage risks and maximise probability of success
* **Stakeholder Management:** Identifies issues in common for one or more clients or stakeholders and uses them to build mutually beneficial partnerships; Identifies and responds to stakeholder’s underlying needs; Uses understanding of the stakeholder’s organisational context to ensure outcomes are achieved

Position specific requirements

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| Financial Delegation Value | $0. A declaration of Private Interests will be required for positions with financial delegations of >$20,000 |
| The occupational health and safety requirements of this position may include, but are not limited to: | * Sedentary desk work * Emergency response work |
| DEECA will conduct relevant checks about applicants and the information provided within an application. Checks will include but are not limited to: | A Declaration and Consent form consenting to DEECA contacting current and previous employer(s) to substantiate employment history, past conduct and performance is required.  A satisfactory National Police Check will be required (for all non-DEECA employees). |
| Employment terms and conditions | Are governed by the *Victorian Public Service Enterprise Agreement 2024* and the *Public Administration Act* *2004.*  Recipients of Victorian Public Service (VPS) voluntary departure packages should note that re-employment restrictions apply  Non-VPS applicants will be subject to a probation period of six months |
| Privacy | The department affirms that the collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014. |

About the Department

We employ approximately 6,300 staff, including around 600 seasonal staff, across more than 86 locations throughout Victoria, across energy, environment, climate action, water, agriculture, and resources portfolios.

Our challenge is to maintain Victoria’s liveability, with a population expected to almost double by 2050, while responding to climate change and protecting our natural environment, infrastructure and heritage for future generations. We take a community-centred approach and involve communities and key stakeholders in decisions and policies that affect them and we collaborate across our portfolios to design and deliver services and programs.

For further information about the department, please visit our website [www.deeca.vic.gov.au](http://www.deeca.vic.gov.au)

Our values

Our values align with the core [Public Sector values](https://careers.vic.gov.au/victorian-public-sector/public-sector-values-integrity) – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. Additionally, we use our Leadership Model to shape the way we work. Using the principles of ‘Work Together’, ‘Do What Matters’ and ‘Make a Difference’ we create a culture that puts our people at the centre of everything we do. The Leadership Model reminds us of what’s important in our daily interactions with each other, and in the actions and decisions we take to deliver our work.

Our Community Charter

We are committed to the Victorian Government Public Engagement Framework that enables meaningful and inclusive engagement to make better decisions and improve the lives of Victorians. Our Community Charter is our promise to be available, be involved and listen, and take action as we deliver services and create opportunities that supports thriving, productive, and sustainable communities, environments and industries.

Emergency Response and Health and Safety Requirements

The departmentplays a major role in Victoria’s emergency response activities, through an all-hazards, all-emergencies approach. Staff may be directly employed for these roles or may be called upon to support these activities as required following the appropriate training and “fit for work” assessment.

A Diverse, Inclusive and Flexible Workplace

DEECA welcomes applicants from a diverse range of backgrounds and we focus on the essential requirements of the job and being consistent and fair in our treatment of all applicants. Our diversity and inclusion outcome pillars:

1. We are connected to liveable, inclusive, sustainable communities  
2. We are diverse   
3. We are inclusive and flexible   
4. We are safe and respectful

DEECA can provide reasonable adjustments for people with a disability. If you need assistance to fully participate in the application or interview process, please use the contact listed under ‘Position Details’.

**Aboriginal Cultural Safety**

Cultural safety of Traditional Owners and Aboriginal Victorians, as an underpinning principle of self-determination, is embedded in everything we do. Under the Aboriginal Cultural Safety Framework DEECA is committed to creating a culturally safe workplace, where there is space for culture to live and for spiritual and belief systems to exist. For further information, please contact [self.determination@deeca.vic.gov.au](mailto:self.determination@deeca.vic.gov.au).

**Balancing your Life / Hybrid Working**

We understand that a balanced life is important to our employees and we offer a wide range of flexible options to help you manage family, health, carer responsibilities, study, career or personal interests. Options may include working some days from home or other suitable locations, starting early or late, working part time, job share or accessing paid or unpaid leave in line with our flexible working policy.

To receive this information in an accessible format (such as large print or audio) please call the Customer Service Centre: 136 186, TTY: 133 677, or email [customer.service@deeca.vic.gov.au](mailto:customer.service@deeca.vic.gov.au)