

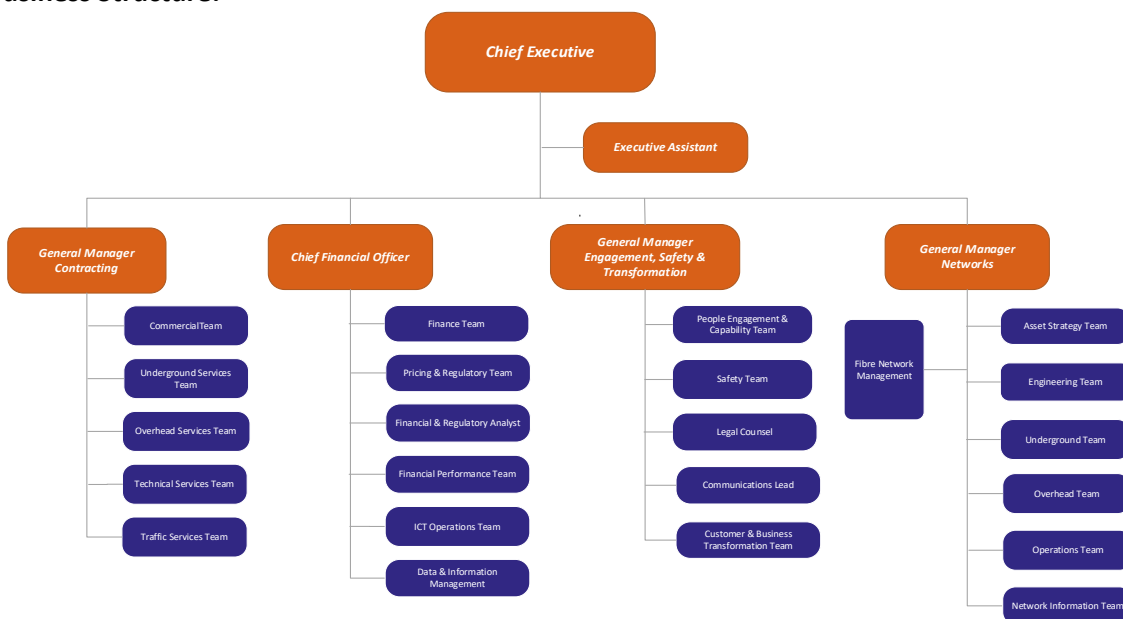
Position Description

Position:	Business Improvement Analyst
Reports to:	Customer & Business Transformation Manager
Team:	Engagement, Safety & Transformation
Direct Reports:	n/a
Date modified:	September 2026

Purpose:

Partner with managers and teams across EA Networks to identify, prioritise and deliver business improvements that enhance operational performance, employee experience, customer outcomes and organisational capability. Using stakeholder engagement, data analysis, process improvement, change management and business case development, the Business Improvement Analyst supports informed decision-making and helps ensure initiatives deliver sustainable benefits and measurable outcomes. The role acts as a trusted advisor to leaders, providing insight, challenge and practical recommendations that improve the way EA Networks works while supporting the successful adoption of change across the organisation.

Business Structure:



Effective January 2026

Authorities:

Financial:	as per Delegations & Authority Policy
Public Statements:	Nil

Key Responsibilities:

1: Health, safety, quality and wellbeing

Demonstrated by:

- Be safe for yourself, set high standards and lead by example, coaching others to follow.
- Proactively manage risks.
- Continuously assess situations for safety of yourself and others.
- Proactively report all near misses and incidents.
- Meet or exceed all applicable Health and Safety legislation, Codes of Practice, Standards, Policies, Procedures and Work Practices.
- Carry out incident investigations as necessary.
- Implement and embed corrective actions as required.
- Carry out competency assessments and audits in accordance with business requirements.
- Manage all subcontractors used to ensure (as a minimum) full Health and Safety compliance.
- Participate in site visits to ensure a good understanding of how field staff currently deliver works and what impacts/opportunities commercial decisions have/could have to ensure we set our staff up to succeed.

2: People and Process Improvement

Demonstrated by:

- Obtain a deep understanding of relevant business area(s) to be able to identify opportunities to improve processes and enable people to work more efficiently.
- Use a variety of techniques to understand pain points and opportunities to improve, such as interviews, workshops, surveys, site visits, and storyboards.
- Shape business needs by making recommendations and suggesting alternatives to proposed solutions.
- Help stakeholders understand impacts on processes and roles so they can make informed decisions.
- Translate business needs into clear, detailed requirements and workflows.
- Work with business and delivery teams to prioritise requirements and improvements.
- Manage requirements scoping throughout the delivery process.
- Create artifacts as appropriate, including scope documentation, process flows and training material.
- Engage delivery teams throughout the design process, collaborating on testing new processes and system changes and providing training as required.
- Document current processes to understand inefficiencies or gaps.
- Identify and assist in prioritising opportunities to streamline business processes.

Business Improvement and Transformation

Demonstrated by:

- Analyse operational, financial and performance data to support evidence-based decision making.
- Partner with managers and teams to understand operational challenges, identify opportunities and support continuous improvement initiatives.
- Facilitate workshops, interviews, site visits and engagement activities to gather insights and understand business needs.
- Develop a strong understanding of operational processes, systems, customer requirements and business priorities.
- Review existing processes, systems and ways of working to identify inefficiencies, risks and improvement opportunities.
- Translate business needs into practical improvement initiatives, requirements and recommendations.
- Support the identification, assessment and prioritisation of improvement opportunities aligned to strategic and operational objectives.
- Develop options analyses and business cases to enable informed decision making.
- Work collaboratively with leaders and teams to design practical, sustainable solutions.
- Support change planning, communication, engagement and adoption activities to embed new ways of working.
- Monitor and evaluate implemented improvements to ensure desired outcomes and benefits are achieved.
- Identify emerging risks, issues and opportunities and escalate where appropriate.
- Provide constructive challenge and recommendations based on data, evidence and organisational priorities.

3: Performance Insights and Benefits Realisation

Demonstrated by:

- Develop meaningful KPIs, measures and reporting frameworks to assess the effectiveness of initiatives and business processes.
- Monitor organisational performance trends and identify opportunities for further improvement.
- Track and report realised benefits, outcomes and risks associated with initiatives.
- Prepare reports, dashboards and recommendations for managers and senior leaders.
- Support the prioritisation of projects and improvement initiatives through assessment of business value, effort, risk and strategic alignment.
- Assist leaders to quantify opportunities and support investment decisions through robust analysis and business case development.
- Ensure completed projects are reviewed and monitored to confirm expected outcomes are achieved and sustained.

4: Stakeholder Engagement and Change

Demonstrated by:

- Develop strong relationships across all levels of the organisation.
- Build trust and credibility through collaboration, professionalism and delivery of outcomes.
- Facilitate discussion and alignment between stakeholders with differing priorities and perspectives.
- Coach and support leaders and teams through change initiatives.
- Ensure stakeholders understand impacts, benefits and responsibilities associated with proposed changes.
- Promote a culture of continuous improvement, innovation and shared ownership of outcomes.
- Encourage participation and input from employees to identify opportunities for improvement.

5: Customer focus

Demonstrated by:

- Adopting a proactive approach to deliver exceptional customer outcomes.
- Building and supporting cross functional collaboration that focuses on creating value for customers.
- Engaging professionally with customers and stakeholders as required.

6: Professional development

Demonstrated by:

- At all times be up to date with regulatory requirements and industry trends.
- Attend relevant and value adding professional courses and programmes.

7: Other tasks

Demonstrated by:

- Occasionally you may be required to undertake duties in addition to those outlined, but of which fall within your capabilities and experience.
- Ensure duties are carried out in a timely, professional and accurate manner.
- Undertake other tasks reasonably requested by the manager that align with the objectives of the position.
- Contribute positively to the success of the Engagement, Safety & Transformation team

What we expect:

Health & Safety Always:

- Actively participating in health and safety responsibilities outlined in EA Networks' H&S Management programme.
- Following all established work procedures with regard to the requirements for health and safety, including the use of PPE.
- Identifying and reporting hazards.
- Adhering to all health and safety practices and rules.
- Actively promoting and supporting health, safety and wellbeing initiatives.

Continuous Improvement:

- Taking the initiative to improve work practices and to get the best possible outcome.

- Looking for opportunities to improve systems, processes and work practices – both within your own position and our company as a whole.

Customer Excellence:

- Acting as an ambassador for EA Networks, going above and beyond to always provide both internal and external customers with exceptional service – approachable, interested and friendly.
- Treating everyone with respect – taking time to listen, learn and understand. Problems and complaints are acknowledged, solutions identified and promptly acted upon.
- Taking responsibility for the achievement of the organisational levels of service, measures, and targets as they relate to the role.

Teamwork:

- Working together as one team.
- Willingly sharing your knowledge and experience.
- Open, honest, considerate and respectful communication.
- Demonstrate positivity and respect and support and care for your colleagues.
- Demonstrate initiative and commitment to team objectives.
- Actively participating in group activities.
- Being open and receptive to change.
- Positive response to requests for assistance from within your own team and other teams; demonstrating adaptability and willingness.

Performance & Development:

- Taking a full and active role in performance development plan discussions with your manager (prepares, participates, follows through). Identifying and following through on opportunities for personal and professional development.
- Demonstrating commitment to up-skilling and further developing specialist knowledge and best practice initiatives.
- Participating in training opportunities with an open mind.

Civil Defence Emergency Management:

- Assisting EA Networks in preparing for and responding to an emergency.
- After establishing the safety of members of your household, you may be assigned duties to assist EA Networks in an emergency.

Personal Accountability:

- Being a positive role model and promoting EA Networks favourably.
 - Be approachable, personable, willing and consistent
 - Work within and contribute to all EA Networks policies and standards

Employees are expected to carry out such other duties and responsibilities as may be requested from time to time by their supervisor or manager which are generally consistent with the objectives of the position.

Person Specification:

Qualifications:

- Relevant tertiary qualification in Business, Management, Commerce or a related discipline, or equivalent experience.
- Minimum five years' experience in business improvement, continuous improvement, business analysis, organisational change or a related field.
- Business Analysis, Continuous Improvement, Lean, Six Sigma or Change Management qualification or certification is desirable.
- Experience working in operational, infrastructure-based or electricity distribution environments is preferred.
- Experience facilitating stakeholder engagement and cross-functional improvement initiatives.
- Experience analysing data and using insights to inform decisions, business cases, options analyses and recommendations.
- Experience supporting change, adoption and agile ways of working across diverse stakeholder groups.
- Class 1 Drivers Licence.

Skills, knowledge and personal attributes:

- Strong stakeholder engagement, relationship-building and influencing skills, with the ability to build trust and credibility across all levels of the organisation.
- Ability to determine explicit and implicit stakeholder needs, navigate different viewpoints and support aligned decision-making.
- Strong facilitation and workshop leadership capability to draw out insights, encourage participation and support practical outcomes.
- Highly developed written and verbal communication skills, with the ability to simplify complexity, tailor messages and present insights clearly.
- Strong analytical, critical thinking and problem-solving skills, including the ability to interpret complex information and provide practical recommendations.
- Commercial awareness and business acumen, including demonstrated capability in business case development and options analysis.
- Ability to establish meaningful performance measures, evaluate outcomes and identify opportunities for further improvement.
- Strong organisational and prioritisation skills, with the ability to balance strategic thinking with practical delivery.
- Ability to quickly learn the objectives, structures, operations and policies of a new business area.
- Experience creating clear documentation such as business requirements, process summaries, business cases and supporting materials.
- Experience with agile methodologies and planning tools such as Jira.
- Patience, resilience, sound judgement and confidence to challenge assumptions respectfully and constructively.
- Adaptability, willingness to learn and commitment to continuous improvement and organisational success.

Agreement:

This Position Description describes the essential responsibilities and qualifications of the position described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job.

I confirm that I have read this Position Description and understand the essential functions of the position, key responsibilities and the expected deliverables.

_____ Employee Name:	_____ Position:	_____ Signature:	_____ Date:
-------------------------	--------------------	---------------------	----------------

_____ Manager:	_____ Position:	_____ Signature:	_____ Date:
-------------------	--------------------	---------------------	----------------