

Position description

Position title	Transformation Business Analyst
Position number	201244
Classification level	D
Group	Strategy & Transformation
Reports to	Transformation Program Manager
Location	1010 La Trobe Street, Docklands
Date	November 2025
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups – Property and Telecommunications – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

This role reports to the Transformation Program Manager

Budget

N/A

Purpose of the position

The Transformation Business Analyst plays a critical enabling role within the Transformation Office, supporting the Transformation Program Manager with high-quality analysis, reporting, and coordination. This role ensures the integrity of program data, facilitates decision-making through timely insights, and contributes to the assurance and governance of transformation initiatives. The Transformation Business Analyst is expected to operate with a high degree of independence, initiative, and professionalism, supporting strategic planning, risk management, and performance tracking across the transformation portfolio.

Key accountabilities/functions

- Provide analytical support to the Transformation Program Manager, including scenario modelling, benefit tracking, and performance forecasting.
- Maintain and enhance program dashboards and reporting tools, ensuring data accuracy and relevance for executive decision-making.
- Support governance processes by preparing Steering Committee packs, tracking action items, and maintaining decision logs.
- Assist in vendor assurance activities by consolidating performance data and supporting contract oversight reporting.
- Contribute to capability assessments and resource planning by analysing workforce data and identifying gaps.
- Coordinate cross-functional inputs for program documentation, including initiative scopes, risk registers, and benefit realisation plans.
- Monitor and report on program risks and issues, supporting mitigation planning and escalation processes.
- Prepare clear, concise reports and presentations tailored to executive and operational audiences.
- Support change management and communications activities by contributing data and insights to stakeholder engagement materials.
- Maintain high standards of documentation and administrative coordination to ensure program governance is well-supported.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents

- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Bachelor's degree in Business, Finance, Information Systems, or a related field.
- Minimum 3–5 years' experience in a business analysis, program coordination, or transformation support role within a complex organisational environment.
- Demonstrated experience supporting enterprise-wide transformation programs, including exposure to governance, reporting, and performance tracking.
- Postgraduate qualifications or specialist training in analytics, public administration, or organisational development are desirable.
- Familiarity with project governance frameworks and benefit realisation methodologies.

Knowledge and experience

- Demonstrated experience supporting enterprise-wide transformation programs, including exposure to governance, reporting, and performance tracking.
- Strong understanding of project governance frameworks, risk registers, issue logs, and benefit realisation methodologies.
- Familiarity with project management methodologies such as Agile, PRINCE2, and PMBOK, and how they apply in a transformation context.
- Experience working within complex organisational environments, with an understanding of cross-functional dynamics and stakeholder engagement.
- Proficiency in business intelligence and reporting tools (e.g. Excel, Power BI, Tableau), with experience in developing dashboards and performance reports.
- Exposure to vendor performance tracking and contract assurance processes.
- Experience preparing executive-level reports and presentations tailored to diverse audiences.

Skills

- Strong analytical and critical thinking skills, with the ability to interpret data and translate insights into actionable recommendations.
- Excellent written and verbal communication skills, with the ability to tailor messaging to different stakeholder groups.
- High attention to detail and accuracy in documentation, reporting, and data management.
- Ability to work independently, manage competing priorities, and adapt to evolving program needs.
- Skilled in coordinating inputs across teams and functions, ensuring alignment and consistency in program documentation.
- Proactive and collaborative approach to problem-solving, with a commitment to continuous improvement.
- Strong organisational skills, with the ability to manage multiple streams of work and maintain governance standards.

- Comfortable working with ambiguity and contributing to strategic planning and decision-making processes.

Interpersonal and other features

Internal relationships

- All VicTrack employees including senior leadership team and Executives.

External relationships

- Vendors and/or suppliers.