

Position Title			
Principal Business Performance Analyst			
Classification	AO7	Location	Brisbane CBD
Role Type	Permanent, Flexible-Full Time	Hours of work	36.25 hours per week

About the role

As the Principal Business and Performance Analyst, you will lead QAO's business performance monitoring, analysis, and improvement initiatives. Working within the Client Services team, you will provide strategic advice, actionable insights, and practical solutions that enhance QAO's operational effectiveness and alignment with strategic priorities.

You will partner with Assistant Auditors-General, Finance, and other internal stakeholders to identify improvement opportunities, oversee benchmarking activities, and support evidence-based decision-making through high-quality data analysis and reporting.

Role responsibilities

In this role, you will:

- Lead business performance monitoring across our audit service lines by analysing operational, financial, and resourcing data to assess performance against strategic and operational measures.
- Manage QAO's participation in the ACAG macro benchmarking program, providing analysis and advice to the Executive on organisational performance, trends, and improvement opportunities.
- Develop and maintain performance dashboards and reports that integrate data from multiple systems such as Power BI and Microsoft Dynamics to support strategic planning and operational review.
- Provide expert strategic and operational advice to the Practice Director and Assistant Auditors-General on business performance, efficiency, and improvement opportunities.
- Identify and drive business improvement initiatives, including process review, stakeholder engagement, and change implementation to improve efficiency and effectiveness.
- Support governance and risk management by delivering accurate and timely performance reporting linked to strategic, operational, and external measures.
- Lead strategic procurement activities for high-value and high-risk client services and ensure compliance with QAO's procurement framework.
- Promote and model the established QAO core values of: Engage, Respect, Inspire, and Deliver
- Take reasonable care for your own and others' health and safety; follow health and safety instructions; and support and cooperate with health and safety systems, policies and procedures.

Assessment criteria

For roles within the Queensland Audit Office, assessment is based on the eligible person that is best suited to the position. We will look at your ability to perform the requirements of the role, including the extent to which

you have the abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to the carrying out of the duties of the position. The ideal applicant for this role will be someone who can demonstrate the following **key attributes** as they apply to the technical responsibilities for the role:

You will be assessed on the following:

- Proven strategic leadership with critical thinking skills, delivering insights that support organisational decision-making and performance.
- Strong expertise in data analysis, business intelligence, benchmarking, and translating findings into actionable recommendations.
- Experience in developing and maintaining performance reporting frameworks and dashboards to drive operational and strategic outcomes.
- Demonstrated success in improving business processes, service delivery, efficiency, and organisational capability, with sound understanding of governance, risk, finance, and procurement.
- Excellent stakeholder engagement, communication, and organisational skills, including influencing senior leaders, managing multiple priorities, and advanced proficiency in Power BI and Microsoft Office tools.

Qualifications / Professional registration / Other requirements

Possession of an appropriate tertiary qualification in a relevant discipline, (e.g. business, commerce, economics, procurement, accountancy and management) **is highly regarded**.

Benefits and conditions

- QAO supports work-life balance with flexible working options, competitive salary and benefits (including 12.75 per cent employer superannuation contributions), generous leave entitlements, career progression opportunities and the chance to make a difference to the people and communities of Queensland.
- QAO employees are employed under the *Auditor-General Act 2009*. Minimum employment conditions are set out in the *Queensland Public Service Officers and Other Employees Award – State 2015* and *State Government Entities Certified Agreement 2023 (Core Agreement)*.
- For a full list of benefits, please see our website here: [Careers FAQs](#).

Pre employment checks

- A current criminal history check is required for applicants recommended for appointment.
- Validity of qualifications will be confirmed with issuing institutions.
- Discipline checking may be undertaken on preferred applicants.

- To be an eligible employee, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. If you are not an Australian citizen you will need to provide evidence of your residency status or visa, with your right to work (including any conditions / restrictions) prior to engagement. You are required to notify QAO if your right to work in Australia ceases.
- Reference checking will be undertaken prior to any offer of employment.

Additional information

- QAO is committed to building a culture that respects and promotes human rights, inclusion and diversity.
- QAO supports a safe healthy working environment and we encourage applications from people with disability. Please contact recruitment@qao.qld.gov.au if you require any support or reasonable adjustments during the application or recruitment process as QAO are committed to providing a positive and equitable process.
- Recruitment processes may be used to fill future vacancies for same or similar positions.
- Travel may be required as part of this role.
- A 6-month probationary period may apply.
- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding 2 years.
- Applicants who have accepted a voluntary medical or early retirement, redundancy or retrenchment from the Queensland Government are required to state this in their application.
- Employees are required to complete an independence declaration on appointment and annually thereafter and have an ongoing obligation to advise any interests that may impact their independence or suitability to undertake the duties of the position.
- Employees are required to abide by the Code of Conduct for the Queensland Public Service.

Privacy notice

The Queensland Audit Office collects your personal information and documents relevant to your employment. The collected information will be managed in accordance with the *Information Privacy Act 2009* and will not be disclosed to a third party without your consent, unless required or authorised by law.

About the Queensland Audit Office

Our values and purpose

Our culture is underpinned by four core values which inform how we work with our clients and each other.



On behalf of the Auditor-General, we provide insights to over 600 state and local government clients on how to deliver better public services for Queenslanders.

As the state's independent auditor, we are completely unique. We are vital to Queensland's integrity system of government, giving parliament and the public trusted assurance.

Innovation, teamwork and relationships are at the heart of what we do. We use some of the most contemporary practices and tools in today's professional services industry to:

- deliver high quality audit services
- give the public sector insights on their performance, risks and financial management
- report to parliament on the results of our work
- investigate financial waste and mismanagement
- share best practice across our client base and industry.

The public sector operating environment is diverse and constantly evolving, meaning we work throughout Queensland across a wide range of services from health, education, financial services, local government, tourism, justice and many more.

Our workforce

Our people are our most valuable resource and are proud to be part of our diverse, inclusive, and healthy workplace. Our people are key to achieving our vision of better public services and they are dedicated, engaged and highly skilled.

Our workforce is a mix of around 190 employees who are audit professionals, specialists and support team members. We also engage audit service providers to conduct some of our work, and they are an integral part of our business. We are proud to celebrate our diverse backgrounds.

QAO's Executive Leadership Team has shared responsibility for audit excellence, innovation and operational performance. Our operating model enables us to deliver our services as one team, with our Assistant Auditors-General overseeing our client services, quality and people. Our client and audit engagement is led by our Senior Directors.

For more information on our functions and what we are passionate about, visit www.qao.qld.gov.au.

