



Position Description

Position Title: Business Analyst

Tenure/Hours: Fixed-term for two years
8 hours per day, Monday to Friday
On call for emergency operations

Position Summary: This role is pivotal role in bridging the gap between business needs and technological solutions. It conducts comprehensive requirements and business process analysis and facilitates effective training of stakeholders. This role ensures processes are in place for business users, continuous improvement initiatives are implemented, and business process training is delivered.



DISTRICT VISION

Mā te whenua, mā te waioara tātou e ora ai hei hapori
ngangahau hei hapori honohono hoki.

We thrive together.
Vibrant, connected communities where our land and
waters are nurtured and our people flourish.

What you will do

- Collaborate closely with stakeholders, including senior leadership, to define complex business problems and opportunities accurately.
- Expertly elicit, articulate, and document stakeholder requirements, ensuring a comprehensive understanding and gaining agreement from all parties involved.
- Drive innovation in business processes by conducting thorough investigations and analysis of existing processes and workflows, identifying opportunities for enhancement and efficiency.
- Expertly elicit, articulate, and document business processes, ensuring a comprehensive understanding and gaining agreement from all parties involved.
- Play a vital role in evaluating necessary business changes to improve processes.
- Work with project teams across TDC to develop comprehensive project schedules, timeframes, estimates, and progress monitoring/reporting.
- Support the implementation of success criteria and success factors, ensuring that projects meet the desired outcomes.
- Support the development of business process documentation, manuals, diagrams, and any other related documentation.
- Take ownership of end-to-end quality assurance for business processes, ensuring adherence to quality standards and best practices.
- Adhere to quality processes to enhance overall process delivery and stakeholder satisfaction.
- Develop comprehensive user training plans, ensuring that all aspects of business processes are thoroughly validated by stakeholders.
- Participate in user testing with stakeholders, capturing and addressing variances between requirements, processes, and functionality.

- Support the team by taking on other reasonable tasks as requested from time to time.
- Contribute to organisational growth and improvement.
- Other reasonable tasks as requested from time to time.

What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Relevant tertiary qualification, or equivalent work experience
- 2+ years' experience of business analysis
- Critical thinking, problem solving, solutions focused
- Strong knowledge of Microsoft Office applications
- A customer-oriented focus with the ability to work effectively both individually and as part of a team
- The ability to collaborate constructively to achieve desired outcomes
- Excellent written and communications skills
- Current full driver's License

Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- Experience of Business Analysis in Local Government environment.
- IIBA CBAP Qualification.
- Knowledge of the Tararua District and an awareness of community issues.
- Strong service management knowledge and experience (ITIL or equivalent).

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold council partnerships with Rangitāne o Tamaki Nui-ā-Rua and Ngāti Kahungunu ki Tāmaki-nui-a-Rua, giving effect to the settlement acts and our memoranda of partnership, while actively growing understanding of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

Your reporting lines

Group Manager - Strategy and Information



Information and Digital Services Manager



Business Analyst – Continuous Improvement

Additional Information

Delegations

Number of people reporting to the role	Nil
Financial delegation	Nil
Contract delegation	Nil
Statutory delegation	Nil

Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

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Approved: (Manager/Supervisor)

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Date:

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Agreed: (Staff Member)

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Date: