

Business Analyst

Purpose | Te arotahi mātua

Taranaki Regional Council are on a digital transformational journey to modernise our infrastructure and technology platform. We are delivering life changing digital technology for our staff, community and industry partners.

The Business Analyst is responsible for working collaboratively and cohesively within the Digital Project Management Office identifying value creation opportunities, defining project requirements and developing product to meet end user needs resulting in fit for purpose solutions.

This work requires a holistic people-centred approach that considers technology an enabler as opposed to the default solution. Alongside 'doing the doing' this role balances developing capability of others and promoting best practice at Taranaki Regional Council. Most importantly this role is about making a positive difference for our people and our community.

Our Digital Technology team is purpose-driven and a place where development, growth and collaboration are valued. Our people are trusted to make good decisions that result in positive impactful delivery.

Role dimensions | Te ahu mahi

Responsible to:	Digital Project Management Office Lead
Responsible for:	Nil
Primary location:	Stratford
Job context:	Permanent, Full-time

Organisational context | Te horopaki whakahaere



Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader/Manager as part of the performance development process.

Business analysis planning approach and monitoring

- Plan an appropriate business analysis approach and method within projects to conduct business analysis activities including:
 - *Stakeholder engagement* to maintain effective working relationships;
 - *Governance practices* to develop effective decision making and approval processes to manage requirements and designs;
 - *Information management mapping* i.e. requirements and design traceability;
 - *Performance improvements* and measures.
- Contribute to definition, scope and phasing of project timelines, with a focus on business value delivery, user acceptance testing facilitation and systems change adoption.
- Manage projects within areas of expertise in line with the Project Governance Framework and Digital Change Management Strategy.

Stakeholder collaboration

- Consult and collaborate with stakeholders to understand current business operations, procedures, requirements and strategies:
 - Use facilitation skills to encourage participation from all attendees and/or stakeholders;
 - Provide forums for stakeholders to ask questions and/or raise any concerns;
 - Validate information with stakeholders for accuracy and consistency;
 - Produce well prepared, stakeholder-focused written communication
 - Present information based on stakeholder and audience level of involvement, known preferences and needs/wants in a timely manner meeting delivery requirements.
- Build and maintain good business relationships ensuring interactions are of a positive nature, respectful and in consideration of change impact to individuals and teams.
- Role model visible inclusivity embodying Taranaki Regional Council values in your interactions with others.
- Adapt interpersonal style to interact with and influence a highly diverse set of individuals and groups in a range of situations.
- Adapt to and embrace changing situations as an opportunity rather than as an obstacle.
- Foster a collaborative approach with appropriate technical experts and staff to encourage feedback and opinions to resolve business challenges and build acceptance of change.

Requirements gathering and life cycle management

- Obtain agreement on and approval of requirements and designs for business analysis work:
 - Use business rules, and document value and relationships in developing requirements to ensure alignment with design outcomes – traceability matrix;
 - Rank requirements and designs according to relative importance to ensure accurate prioritisation;
 - Resolve conflicts and negotiate to reach agreements throughout the requirements lifecycle process;
 - Evaluate the impact of proposed changes to requirements and designs.
- Maintain requirements so they remain correct and current after an approved change.
- Create, execute and manage test approaches, scripts and testing activities ensuring IT, functional and data requirements are considered.
- Develop integration and migration approaches and activities.
- Map and conduct usability tests to ensure users do not become confused or encounter problems.
- Resolve simple technical queries.

Strategy analysis

- Analyse current state to understand the reasons for change and what will be impacted by the change - identify the real business challenges and needs:
 - Understand the organisations: capabilities and processes, utilised technology and infrastructure, policies and business rules, internal assets;
 - Understand external influencers.
- Use appropriate techniques in analysis actions: i.e. benchmarking and market analysis - 5 Forces analysis, PEST, STEEP, CATWOE; data mining, interviews, root cause analysis and others.
- Define future state by determining the set of necessary conditions to meet business needs:
 - Determine the solution scope, identify: constraints, new or modified capabilities and business processes or business rules required to support the change;
 - Assess the risk of the change to identify undesirable consequences of transition to future state;
 - Develop approaches and tactics for greater organisational understanding and adoption.

Requirements analysis and design definition

- Document and refine business requirements and user stories to a complete state; it is cohesive and tells the audience the full story:
 - Ensure data quality, integrity, security, and integration and migration considerations are included in requirements and solution outcomes.
- Define solution approach, map requirements to design specifications and develop design options that achieve the desired future state.
- Define and specify solutions that improve business efficiency, enhanced business capability and improve quality of information so that informed business decisions can be made:
 - Analyse the potential value of each solution and recommend the design which best meets requirements: consider business needs, opportunities, risk, compliance and the ability to achieve the desired outcome.
- Produce well prepared, stakeholder-focused written communication:
 - Present information based on stakeholder and audience level of involvement, known preferences and needs/wants in a timely manner meeting delivery requirements.
- Identify and define new or alternative business processes and use change management methods to transition business practices and processes to the desired future state:
 - Communicate complex concepts and data as understandable;
 - Map and document key processes and procedures within the Council .
- Create help guide documentation to accompany software solutions.

Solution evaluation

- Define performance measures and assess data collected to evaluate solution effectiveness:
 - Assess performance measures and highlight risks and identify trends;
 - Validate performance measures with appropriate stakeholders.
- Promote decisions and recommendations for technical and process solutions that are clearly linked to the Digital Strategy and defined future state business needs

Continuous learning

- Maintain professional and technical knowledge personally through continued education, online/in-person training and attendance of educational workshops, reviewing professional publications, networking and participation in professional industry groups.





Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council's health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** - Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

Personal specifications | Ngā whakaritenga whaiaro

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|-----------------------|---|
| Qualifications | <ul style="list-style-type: none">• A tertiary qualification in Information Technology or Computer Science or a field that is relevant to the specialisation of this role or equivalent practical experience.• Business analyst certification ECBA, CCBA, CBAP, AAC, CBDA, CCA, CPOA or equivalent . |
| Experience | <ul style="list-style-type: none">• At least two years' experience as a Business Analyst preferably in the technology industry.• Have technical and practical proficiency and competency relevant to this role's specialisation.• Experience with building and maintaining effective relationships and gaining the cooperation of a wide range of internal and external stakeholders.• Experience of analysis and requirements gathering. |
| Skills | <ul style="list-style-type: none">• Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with He Pukenga Ara Skills Pathway, and a summary table is included in Appendix 1.• Analytical and creative thinking applied to complex and varied business issues.• Active listening and discovery skills to understand the 'real' issue/need and build rapport.• Effective in understanding the criteria involved to make and enable others to make better decisions.• The ability to quickly absorb new and different types of information.• Good process and report writing skills including the ability to translate complex analysis into trends and visuals to allow good business decisions to be made.• Good communication skills including negotiation and collaboration with the ability to resolve conflict and negotiate to reach agreements.• Resolve simple technical queries.• Attention to detail.• Strong organisation and time management skills.• Ability to work unsupervised. |
| Knowledge | <ul style="list-style-type: none">• Advanced knowledge and use of business/systems analysis techniques, methods and standards.• Awareness and understanding of project management methodology, tools and techniques.• Working knowledge and use of the full suite of Microsoft Office products.• Working knowledge of tikanga Māori and Te Reo. |

**Personal
attributes**

- Self-motivated
- Adaptable
- Strong initiative
- A can-do attitude
- Self-awareness
- **Customer first mentality** – Drive to put the customer at the centre of everything they do
- **Growth mind-set** – Able to self-reflect, challenge the status quo and grow



Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

- Internal**
 - All Taranaki Regional Council staff
 - Digital and Technology team members
 - Taranaki Regional Council managers
 - Additional project stakeholders and advisers
- External**
 - IT Contractors and Project Managers
 - IT vendors
 - Service providers

Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.



Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:



Improving lifestyles
Supporting livelihoods
Taking Taranaki forward

Our mission | Tō tātou mihana

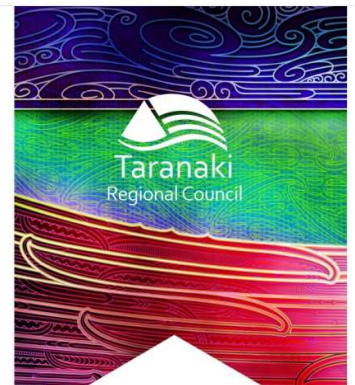
To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our values | Tō tātou whanonga pono

- **Integrity** | We do what is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.



Our health and safety | Tō tātou Hauora me te haumaru

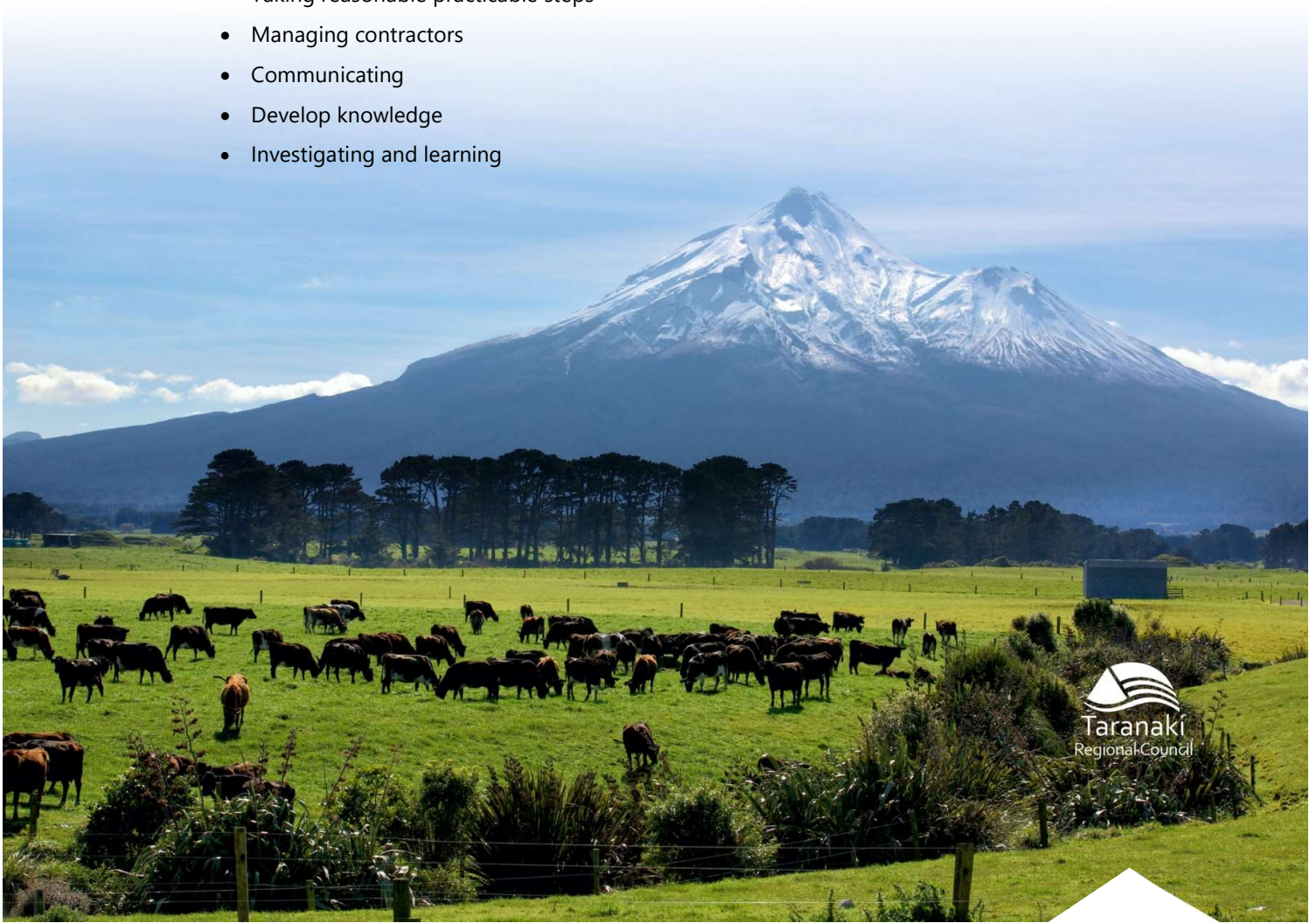
The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- 1** The safety of our people and the communities in which we operate always comes first.
- 2** We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none"> • Service Standards • Customer Service • Judgement and Decisions
Organisational Impact	<ul style="list-style-type: none"> • Aligns Work • Collaborates • Assesses Impact and Value • Promotes Change
Self-Awareness	<ul style="list-style-type: none"> • Knows Self • Develops Self and Others • Builds Trust
Communicates Effectively	<ul style="list-style-type: none"> • Clear Messages • Adapts Style • Tact and Diplomacy
Digital Technology	<ul style="list-style-type: none"> • Systems Knowledge • Works Efficiently • Data Management
Wellness and Risk	<ul style="list-style-type: none"> • Policies and Procedures • Manages Risks • Proactive Wellbeing • Site Safety
Cultural Awareness	<ul style="list-style-type: none"> • Reo • Tikanga • Whakawhanaungatanga • Local context • Mātauranga Māori • Regulatory Environment