

# Business Process and Transformation Lead

## Purpose | Te arotahi mātua

The Business Process and Transformation Lead plays a critical role in driving the Taranaki Regional Council's continued evolution by leading a cross functional project to document and analyse current business processes and procedures, identify opportunities for streamlining and efficiency and contribute to value stream mapping and transformation. This role is responsible for being a key driver and challenger for process change and transformation aligned to business objectives.

Working closely with the Executive and Management teams, this role will ensure the Council is well-positioned for the successful implementation of a new cross-council system. A key focus will also be establishing a process governance model, group and a sustainable business continuous improvement framework to ensure that processes and procedures remain current, effective and aligned with strategic goals beyond the term of the position.

## Role dimensions | Te ahu mahi

Responsible to:	Director – Corporate Services
Responsible for:	Nil
Primary location:	Stratford although travel throughout the region may be required as part of the duties
Position grade:	19

## 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 Process Mapping and Alignment**

- Lead and drive the development of a Council-wide cross functional view of current business processes and capabilities to inform ERP readiness, strategic planning and risk mitigation efforts.
- Contribute to the Council's digital transformation strategy by aligning process work with the Digital Strategy and Roadmap.
- Provide high-quality insights, reports, and recommendations to the Executive Leadership Team to support decision-making.

### **Business Process Transformation**

- Be a central driver for business process transformation cross functionally for the organisation
- Translate strategic goals into practical process and procedure documentation and improvement initiatives.
- Contribute to the development of business capability models and value stream maps to support strategic planning and cross-council ERP design.
- Work alongside the Digital Technology team to ensure process and capability work aligns with principles and policies of our new ERP system.
- Identify gaps, overlaps, and opportunities for integration across business functions and challenge current ways of working.

### **Process Governance and Continuous Improvement**

- Establish and embed a governance model for business processes and procedures, ensuring they are owned, reviewed and maintained across the Council.
- Design and implement a sustainable business continuous improvement framework to uphold good practices beyond the fixed term.
- Promote accountability and consistency in how processes and procedures are documented, updated and communicated.
- Ensure alignment between process and procedure governance and other Council frameworks such as risk, compliance and performance.
- Establish and initially lead the Process Governance Group for the Council

**Stakeholder  
Facilitation and  
Change  
Management**

- Engage with a wide range of internal stakeholders to gather process and procedure information, build understanding, and foster collaboration.
- Facilitate workshops, interviews, and co-design sessions to ensure inclusive and accurate process and procedure documentation.
- Act as a trusted advisor but also challenger to Senior Leaders and operational teams, supporting their transition to new ways of working.
- Be a key facilitator in the change journey from current to future state for processes and procedures.

**Project Leadership  
and Delivery**

- Lead and manage the Process and Procedure Mapping Project from initiation through to completion, ensuring delivery of agreed outcomes within scope, timeframes and quality expectations.
- Develop and maintain a detailed project plan, including milestones, dependencies, risks and reporting.
- Lead the Steering Committee ensuring project deliverables meet expectations.
- Coordinate resources, stakeholders and activities to ensure alignment and progress.
- Monitor and report on project performance, escalating risks and issues as needed.
- Collaborate with the Digital Project Management Office ERP Datascape Regulatory project team to ensure business requirements are understood and documented and we are moving in the right direction.
- Support change management efforts by helping leadership understand the impact of ERP on their processes and roles and make the necessary changes.
- Provide clear documentation and insights to inform ERP configuration, training and adoption planning.
- Ensure project outputs are embedded into business-as-usual practices and support long-term Council benefit.

**Leadership**

- Build strong working relationships across the Council, influencing and engaging with Executive, Management, and operational teams.
- Foster a culture of openness, continuous improvement, and shared ownership of business processes and procedures.
- Communicate clearly and consistently, especially during times of change, to build trust and alignment.
- Any other tasks as required by Director – Corporate Services and/or Chief Executive.

**Health and Safety**

- Take all practicable steps to ensure a safe and healthy workplace by promoting, implementing and supporting appropriate health and safety practices.



## 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.





## Personal specifications | Ngā whakaritenga whaiaro

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• A Bachelor's qualification in a field relevant to business analysis, process improvement, enterprise architecture, project management, or business transformation.</li><li>• Industry certifications in business process modelling, project management (e.g. PRINCE2, PMP), or change management (e.g. PROSCI) are desirable.</li><li>• Any other relevant qualifications in enterprise architecture, ERP systems, or continuous improvement methodologies.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• At least 10 years' experience in business process analysis, improvement, or transformation roles, ideally within complex or multi-functional organisations.</li><li>• Proven experience leading and delivering cross-functional projects, including planning, stakeholder engagement, and reporting.</li><li>• Demonstrated ability to influence and collaborate with senior leaders and operational teams.</li><li>• Experience in establishing and leading governance frameworks and groups for business.</li><li>• Experience in developing and embedding continuous improvement models within an organisation.</li><li>• Experience in leading organisational change.</li><li>• Familiarity with ERP readiness or implementation projects, including business requirements gathering and process alignment.</li><li>• Experience in enterprise architecture or value stream mapping is an advantage.</li><li>• Proven ability to facilitate workshops and co-design sessions with diverse stakeholder groups.</li><li>• Experience working in or with public sector organisations is desirable.</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Strong project leadership and delivery skills, including planning, coordination, and reporting.</li><li>• Excellent stakeholder engagement and relationship management skills.</li><li>• High-level communication skills – written, verbal, and visual with the ability to present complex information clearly.</li><li>• Strong analytical and problem-solving skills, with attention to detail and process logic.</li><li>• Ability to work independently and collaboratively across teams and functions.</li><li>• Skilled in process mapping tools (e.g. Visio, BPMN) and documentation standards.</li><li>• Ability to manage competing priorities and deliver outcomes under time constraints.</li><li>• Change enablement and facilitation skills to support adoption of new ways of working.</li></ul>

## Knowledge

- Advanced knowledge and understanding of business process management principles and methodologies.
- Knowledge of ERP systems and their impact on organisational processes and data flows.
- Familiarity with enterprise architecture frameworks and business capability modelling.
- Advanced knowledge of governance models for process ownership and maintenance.
- Advance knowledge of continuous improvement frameworks and how they support organisational performance.
- General understanding of public sector operations and accountability frameworks is beneficial.

## Personal attributes

- **Collaborative** – can connect with others, listens, reads people and situations, communicates tactfully.
- **Goal orientated** – shows commitment and ambition.
- **Strategic thinker** – ability to think analytically and critically, with the big picture in mind.
- **Integrity** – leads with purpose and inclusiveness.
- **Resilience** – displays resilience, maintains composure.
- **Self-aware and agile** – able to receive feedback on own performance, can self-assess, adapts approach, and commit to own growth and development.
- **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
- Councillors
- Digital and Technology team members
- Digital Project Management Office Lead
- Digital Systems Lead
- Digital Operations Lead
- Data and GIS Lead
- Digital Governance Group
- Taranaki Regional Council Directors and Managers

### External

- Other Regional/District Councils
- Stakeholders
- IT vendors
- Service providers
- Digital SIG
- RSHL
- External partners
- Government Departments and other statutory entities
- General public.

## 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 mīhana

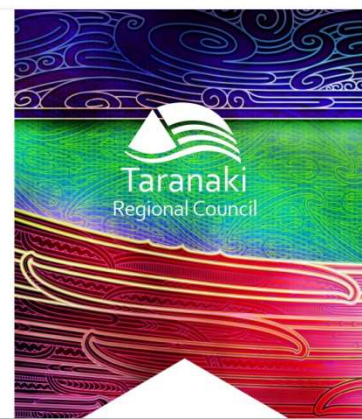
To work for a thriving and prosperous Taranaki by:

- 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 it 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.

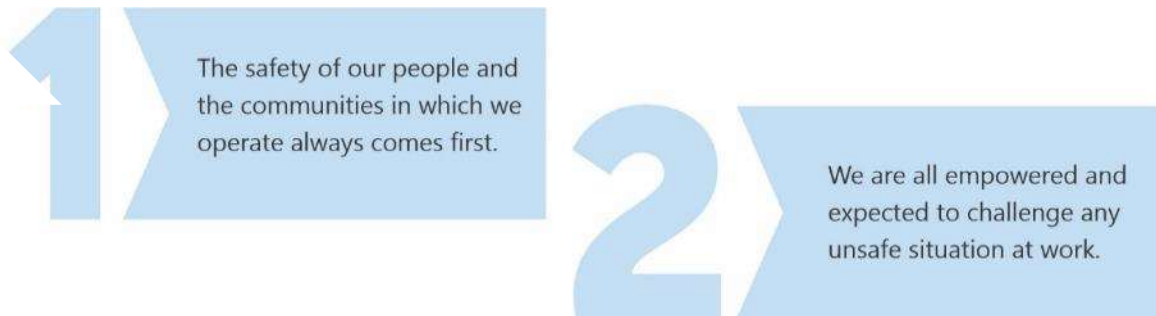




## Our health and safety | Tō tātou Hauora me te haumarū

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:**



**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

