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| Senior Business Analyst Service Delivery  |  |
| Our purpose **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| The outcomes we want to achieve

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| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

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| We carry out a broad range of responsibilities and functions including

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| * Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
 | * Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| ****Our strategic direction****

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| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |

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| ****He Whakataukī\*****

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| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |
| ***\**** *We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī* |

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| Position detail |
| **Overview of position**The Senior Business Analyst (SBA) works closely with Service Delivery business units to identify their business needs and requirements. The SBA will capture business requirements concisely and accurately, they will clearly outline the business need, the solution options and business impact. The SBA will convey the proposed solution options back to the business in a way which is easily understood.The SBA will also work closely with IT to develop and test a range of potential solutions and innovations that ultimately deliver effective business system enhancements that respond to the identified business need.Working in conjunction with other SBAs and BAs within Service Delivery and IT, the SBA will participate in and /or lead projects. Senior Business Analysts may be asked to move between teams within Service Delivery’s National Office operation to meet changing resource requirements and Service Delivery priorities. **Location**National Office, Wellington**Reports to** People Lead |
| Key responsibilities**Management of Projects / Work Streams** * Lead work programme on a broad range of issues.
* Manage and delegate the allocation of work items and resources within the team (as required by the manager)
* Track progress of work items
* Manage and / or coordinate Service Delivery projects to ensure the delivery of project outcomes, including:
* coordinating the activities of project team members and specialists
* setting and achieving quality standards
* providing specialist input as appropriate to the project process
* providing input into status reports, (including issue identification and strategies to address the risks) for each work item on the project plan

**Advice and Support*** Provide high quality advice on complex issues without the need for guidance from others.
* Add value to the written communication of others.
* Develop and present advice to senior management and Ministers.
* Have a breadth of view of organisational issues and an understanding of the key imperatives of other agencies.

**Leadership / Mentoring*** Take a leadership role within the team in terms of facilitating and supporting change and team capability
* Provide coaching and mentoring to Advisors as well as support and advice as necessary.

**Requirements Management*** effectively identify business goals and needs
* accurately represent and document business requirements for new or enhanced systems functionality
* develop and present requirements back to the business and confirm further action required
* gather and document business processes and rules to incorporate into system requirement documentation
* obtain clarification when required
* provide sound advice to both the project team and business units
* negotiate for the best business solution options with IT and vendor groups
* provide QA of requirements documentation for both the project team and business units.

**Business Understanding*** represent and advocate for the business in respect of its business requirements and future direction
* make the identification and understanding of business needs a priority
* understand and effectively manage the need to balance business requirements with technological constraints
* maintain a customer focus and commitment to delivering continual business improvements
* integrate their knowledge of business practices and policies with a wide range of experiences and input from others to develop an understanding of business requirements
* keep self up to date with business changes.

**Research and Analysis*** support the development of solution options appropriate to the business by conducting extensive research, consultation and analysis to develop a comprehensive understanding of the problem, patterns and trends; the business environment; and best practice trends
* communicate with stakeholders in order to understand the problem and extract all relevant information.

**Systems Design*** analyse business requirements and provide input into the development of business solutions
* balance the results of analysis with technical constraints to develop pragmatic business appropriate solutions
* prepare a range of pragmatic options that balance immediate business needs with the long term strategic goals of the organisation
* confirm with the business the suitability of proposed solutions
* conduct comprehensive impact assessments
* assist in business application testing
* redefine requirements if business aims change
* provide good advice to stakeholders on the impact of any changes.
* prepare and/or QA specifications for/from developers
* develop logical/conceptual designs from requirements specifications.

**Relationship Management*** Represent the Ministry externally at significant interagency meetings.
* Take a leadership role in internal or external meetings as appropriate.
* develop a network of key internal and external contacts they can call on
* develop and utilise strong communication channels between the team and key IT and business contacts
* engage regularly with stakeholders to test and establish terms of reference
* regularly updates stakeholders on project progress.
* contribute positively to the team environment to allow individual and team goals to be met
* actively manage the expectations of the business units they work with

**Documentation*** contribute to, or develop strategy and approach to documentation creation.
* create succinct, easy to read documents appropriate to the audience, that address business requirements and clearly explain complex issues or technical aspects
* create documents that are easy to understand, require minimal rework and are comprehensive and fit for purpose

**Communication*** communicate ideas effectively in group and presentation settings.
* Understand the differences between IT and business audiences and tailor communications to address audience needs
* listen to others' opinions and questions to gain information and clarify the position as needed
* ensure clarity and understanding in dealings with others by making sure that difficult or technical aspects are fully understood
* follow up on any questions or requests for additional information, and provide consistent feedback and status
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| Embedding Te Ao Māori  |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.
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| Health, Safety and Security |
| * Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures
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| Emergency Management and Business Continuity |
| * Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.
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| Know-how |
| * extensive experience with Service Delivery applications and practices and /or relevant experience in a Business Analyst role
* proven ability in critical thinking, analysis and the development of business or IT solutions
* demonstrated success in building and maintaining positive working relationships
* a working knowledge of a variety of software packages such as word, spreadsheets, project plans etc.
* familiarity with working in a public sector framework
* understands the range of tools and methodologies that enable comprehensive analysis of data and information.
* an appropriate tertiary degree (or equivalent experience) focusing on for example: business information systems, business processing re-engineering, mathematics, statistics, and/or business administration, certification in agile/safe project methodologies
* a tertiary qualification would be an advantage but is not a pre-requisite
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| Attributes* excellent relationship management ability
* highly effective communication skills
* an objective and analytical thinker
* creative, innovative and adaptable
* customer focused and committed to delivering continual business improvements
* business savvy and able to understand both frontline issues and the strategic direction of the business
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| Key Relationships  |
| **Internal*** People Lead
* Director
* Other staff and managers within Service Delivery
* IT staff
* National Office staff
* Other Ministry staff

**External** * Other government agencies
* Other relevant parties as required
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| Other  |
| **Delegations** |
| * Financial – No
* Human Resources – No

**Direct reports-** No**Security clearance -** No**Children’s worker -** No |
| Limited adhoc travel may be required |