# Ministry of Social Development logo

# Business Analyst

##  Disability Support Services

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As 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.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## 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 |

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

* 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

## **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

## Position detail

### Overview of position

The Business Analyst (BA) is a part of the commissioning team and will provide business analysis support.

The BA will also work closely with key internal and external stakeholders to ensure open lines of communication, clearly understood expectations, and a coordinated approach to delivering work.

Working in conjunction with other resources within the commissioning team and the other Projects across DSS and MSD, the BA will participate in projects and pieces of work.

The BA will provide collaboration and support for other Business Analysts to facilitate a continual uplift of business analysis capability.

The BA may be required to work across multiple workstreams to help support delivery of priority work.

### Location

National Office, Wellington

### Reports to

Director Commissioning, Disability Support Service

## Key responsibilities

### Advice and Support

* Provide high quality advice on moderately complex issues with minimal guidance from others
* Add value to the written communication of others
* Develop and present advice to senior management
* Have an understanding of organisational issues and an awareness of the priorities of other agencies

### Requirements Management

* Effectively identify business goals and needs
* Accurately represent and document business requirements
* Develop and present requirements back to the business and confirm further action required
* Gather and document business processes and rules to incorporate into requirements documentation
* Obtain clarification when required
* Provide sound advice to both the Programme and business units
* Discuss business solution options with key stakeholders
* Provide Quality Assurance of requirements documentation for both the project team and business units

### Business Understanding

* Represent the business in respect of its business requirements
* 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 up to date with business changes

### Management of Projects / Work Streams

* Support the allocation of work items and resources within the team (as required by Programme leadership)
* Track progress of work items
* Support programme workstreams to help deliver
* Programme outcomes, including:
* support 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

### Research and Analysis

* Support the development of solution options appropriate to the business by conducting 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 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 Quality Assure specifications
* Develop logical/conceptual designs from requirements specifications

### Relationship Management

* Actively participate 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 business contacts
* Engage regularly with stakeholders to test and establish terms of reference
* Regularly update 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

### Design and Documentation

* Contribute to documentation creation approach
* 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 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

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## 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.

## 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.

## Know-how

* Strong experience as a Business Analyst working in a range of project environments.
* Understanding of Business Analyst work allocation.
* Ability to translate and package requirements into work to be delivered by a project or programme.
* Proven ability in critical thinking, analysis, and the development of business solutions
* Ability to manage multiple tasks and priorities, analyse complex problems and suggest appropriate solutions.
* Experience in investigating and analysing moderately complex problems and reaching sound conclusions.
* ability to provide high quality, balanced analysis, and advice on a range of specialist issues and/or on issues of the highest complexity within specified timeframes.
* Demonstrated success in building and maintaining positive working relationships.
* Proficient user of productivity tools including Word, Excel, Outlook, and specialist project tools such as Visio, PowerPoint, Jira, Confluence and SharePoint.
* Familiarity with working in a public sector environment.
* experience using a range of metrics, tools and methodologies that enable analysis of data and information.
* formally trained in business analysis skills and techniques or possesses a good level of business analysis proficiency learned on the job.

## Attributes

* Excellent relationship management ability
* Highly effective communication skills
* Creative, innovative, and adaptable
* High levels of emotional intelligence
* An objective and analytical thinker
* Outcomes focused for client and their whanau, staff and Ministry partners
* Committed to delivering continual business improvements
* Business savvy and able to understand both frontline issue sand the strategic direction of the business

## Key relationships

### Internal

* Workstream Lead and team members
* DSS Managers and SME
* Disability Support Service Leadership
* Other Ministry staff

### External

* Other government agencies
* External providers and disabled people where required
* Other relevant parties as required

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker – No

Limited adhoc travel may be required

**Position Description Updated:** March 2025