



Job Description

Job title	Senior Business Analyst
Group	Corporate
Section	Digital
Responsible to	Digital Manager (Chief Digital Officer)
Responsibility for Employees	None
Date	September 2021

Job purpose

This job exists to provide the organisation with quality solution development advice, analysis and project management. The position achieves this through the effective capture and translation of business requirements into technical design documentation and the coordination of the software development project lifecycle.

Functional relationships (relating to others)

External	Purpose and frequency of contact
<ul style="list-style-type: none"> Other territorial and local authorities 	<ul style="list-style-type: none"> Collaboration and requirements gathering Weekly
<ul style="list-style-type: none"> Relevant external organisations 	<ul style="list-style-type: none"> Consultations, requirements imparting, coordination Weekly
<ul style="list-style-type: none"> Consultants 	<ul style="list-style-type: none"> Project management, requirements imparting, coordination, support Monthly
<ul style="list-style-type: none"> Contractors 	<ul style="list-style-type: none"> Consultation Weekly
<ul style="list-style-type: none"> Vendors 	<ul style="list-style-type: none"> Project management, coordination, support of enterprise systems Weekly
<ul style="list-style-type: none"> Forums and communities of practice 	<ul style="list-style-type: none"> Requirements gathering Weekly

Internal	Purpose and frequency of contact
<ul style="list-style-type: none"> Non-technical staff at all levels within the organisation 	<ul style="list-style-type: none"> Advice and requirements gathering Weekly
<ul style="list-style-type: none"> Project groups 	<ul style="list-style-type: none"> Project management, requirements imparting, coordination, support Monthly

<ul style="list-style-type: none"> • Solution developers 	<ul style="list-style-type: none"> • Coordination and requirements imparting 	Weekly
<ul style="list-style-type: none"> • Technical delivery teams 	<ul style="list-style-type: none"> • Coordination and requirements 	Weekly

Key result areas

The job encompasses the following major functions or key result areas:

- Requirements capture
- System design
- Lifecycle management
- Work management
- Project Management
- Relationship management
- Corporate contribution

The requirements in the above key result areas are broadly identified below:

Key accountabilities

Key accountabilities (job holder is responsible for)	Key accountability measures (jobholder is successful when)
<p>1 Requirements capture</p> <ul style="list-style-type: none"> • Investigate record, analyse and confirm system requirements and business processes. • Identify overlapping requirements/processes across the existing and upcoming software portfolio. • Identify and investigate commercial or open-source options which may offer a more effective solution to some or all of the requirements. • Make recommendations for business processes requiring refinement. • Make recommendations to the system owner and Digital Manager (Chief Digital Officer) on the value, feasibility and impact of the system requirements. • Negotiate acceptance criteria. 	<ul style="list-style-type: none"> • Rework is minimised and expectations are met by ensuring all aspects of the system are clearly understood and agreed. • Development and procurement is minimised by considering pre-existing solutions. • Development and procurement is minimised by considering wider implications of requirements. • Systems reflect and support efficient and effective business processes. • Systems and features are only built where there is clear value to the organisation and its stakeholders. • All projects have User Acceptance criteria which clearly identify the deliverables from the project.
<p>2 System design</p> <ul style="list-style-type: none"> • Produce high quality and concise requirements and design documents which accurately reflect the business requirements and can be clearly understood by internal or external Solution Developers. • Maintain the Solution Development component of the Enterprise Architecture. 	<ul style="list-style-type: none"> • Project documentation is created and filed so that it can be easily found and used by Solution Developers. • Enterprise Architecture documentation system Current State is maintained. • All documents are completed fully and to the satisfaction of the system owner(s), software

Key accountabilities (job holder is responsible for)	Key accountability measures (jobholder is successful when)
<ul style="list-style-type: none"> • Provide well-reasoned quality user centred, user interface design advice to the solution developers consistent with the architecture and security principles and standards. • Provide ad-hoc advice and clarification to solution developers throughout the development of the solution. • Coordinate and facilitate meetings between the system owner(s) and solution developers. • Prioritise and coordinate development activities. • Delivery timeframes are negotiated to ensure they are realistic for the developer(s) and meet the system owner(s) requirements. • Support developers by participating in Unit/Integration Testing. • Ensure products entering the User Acceptance Testing phase are built to specification and are of a high quality. • Coordinate and facilitate User Acceptance Testing. • Coordinate the implementation of the solution with system owner(s), users and technical delivery teams. • Setup and maintain technical documentation. • Complete project completion documentation. 	<p>developer(s) and Digital Manager (Chief Digital Officer)</p> <ul style="list-style-type: none"> • Demonstrate continued skills development in user centred User Interface design cognisant of the current enterprise architecture and security principles and standards. • Maintain an in-depth understanding of the project's requirements. • Project meetings are planned well in advance to ensure maximum attendance. • Solution developers are clear about the priority of features and the required delivery timelines. • Agreed delivery targets are met. • Unit/integration testing is methodical, and results are recorded and shared with the solution developer for remedial action. • The system owner is only asked to perform User Acceptance Testing when all reasonable steps have been taken to ensure the solution is ready for delivery. • Users are supported through the User Acceptance Testing process. Results are recorded and stored. • The Change Management Process is followed for all implementations. • Rollouts are planned and scheduled to minimise the organisation impact. • Dependent teams are given adequate notice and detail to prepare for their part of the delivery. • Project documentation is stored in the appropriate location, following Information Management Policy and naming standards.
<p>3 Lifecycle management</p>	
<ul style="list-style-type: none"> • Coordinate and facilitate meetings between the system owner(s) and solution developers. • Prioritise and coordinate development activities. • Delivery timeframes are negotiated to ensure they are realistic for the developer(s) and meet the system owner(s) requirements. • Support developers by participating in Unit/Integration Testing. • Ensure products entering the User Acceptance Testing phase are built to specification and are of a high quality. • Coordinate and facilitate User Acceptance Testing. • Coordinate the implementation of the solution with system owner(s), users and technical delivery teams. • Setup and maintain technical documentation. 	<ul style="list-style-type: none"> • Project meetings are planned well in advance to ensure maximum attendance. • Solution developers are clear about the priority of features and the required delivery timelines. • Agreed delivery targets are met. • Unit/integration testing is methodical and results are recorded and shared with the solution developer for remedial action. • The system owner is only asked to perform User Acceptance Testing when all reasonable steps have been taken to ensure the solution is ready for delivery. • Users are supported through the User Acceptance Testing process. Results are recorded and stored. • The Change Management Process is followed for all implementations.

Key accountabilities (job holder is responsible for)	Key accountability measures (jobholder is successful when)
<ul style="list-style-type: none"> • Complete project completion documentation. • Effective vendor management: <ul style="list-style-type: none"> • Tendering, reviewing contractual arrangements with suppliers • Monitoring service level agreements and relationships 	<ul style="list-style-type: none"> • Rollouts are planned and scheduled to minimise the organisation impact. • Dependent teams are given adequate notice and detail to prepare for their part of the delivery. • Project documentation is stored in the appropriate location, following Information Management Policy and naming standards.
4 Work management	
<ul style="list-style-type: none"> • Manage a variety of tasks concurrently and show flexibility of work patterns in order to meet timeframes and delivery. • Suggest new processes and techniques which will improve the efficiency or effectiveness of the team. 	<ul style="list-style-type: none"> • Work is delivered on time and to requirements. • Processes and techniques are regularly reviewed, robust and represent an efficient and effective blend of industry best practice and organisation requirements.
5 Project management	
<ul style="list-style-type: none"> • Confirming scope and managing projects to ensure effective and timely delivery of outputs. • Ensuring contributors know what they are required to do and by when. • Preparing project plans. • Completing project completion documentation. • Monitoring external contracts, ensuring satisfactory performance. 	<ul style="list-style-type: none"> • Projects are delivered on time, to requirements, and according to scope. • All stakeholders are kept informed according to agreed communications plans.
6 Relationship management	
<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors. • Approach technical concepts in plain English and with an approachable style. • Demonstrate patience, tolerance and understanding. • Maintain a professional attitude. • Undertake any other relevant duties as directed by the Digital Manager (Chief Digital Officer). • Provide regular feedback to the Digital Manager (Chief Digital Officer). 	<ul style="list-style-type: none"> • Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. • Professional image is conveyed in public forums. • System owner(s) feel comfortable and confident discussing technical and business concepts. • Any additional duties are completed to appropriate standards. • Concerns and suggestions are raised in a timely way. • Good judgement and initiative is demonstrated.
7 Corporate contribution	
<ul style="list-style-type: none"> • Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. 	<ul style="list-style-type: none"> • Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. • Hazards are identified and all incidents and accidents are reported.

Key accountabilities (job holder is responsible for)	Key accountability measures (jobholder is successful when)
<ul style="list-style-type: none"> • Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015. • Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. • Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management. 	<ul style="list-style-type: none"> • Participate in any wellness programmes, such as stress management training and health monitoring. • Council records are created and maintained in corporate information systems, meeting specified information management standards. • Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

Delegation as set out in the Chief Executive's Delegations Manual.

Freedom to act

Guidelines and support available to assist the job holder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior employees. If job holder can make decisions without approval from anyone else, please note that authority.

- Position has a high level of autonomy.
- Work outputs and completion targets are set by Solution Development and Organisation policy/process.
- Work method is subject to general instructions with individual approach and creativity encouraged suiting the project and staff.
- Assistance is given by request rather than through continuous hands-on support.
- Progress is reviewed periodically.

Work complexity

Most challenging duties typically undertaken:

- Optimise the organisations efficiency through system design and project management.
- Bring order to requirements which could be unpredictable and conflicting.
- Present technical information in an audience appropriate way to all levels of the organisation.

On a weekly basis:

- Ensure the quality of products delivered to business units.
- Maintain a strong awareness of industry best practice and advancements in technology.

Person specification

Minimum academic qualifications and experience required:	
Essential	Desirable (for recruitment purposes only)

<ul style="list-style-type: none"> • Relevant Tertiary degree • A valid driver's licence required*¹ 	<ul style="list-style-type: none"> • Business Analysis qualification • Project Management qualification • Agile qualification
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Knowledge / Experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none"> • 7+ years' experience consisting of at least: <ul style="list-style-type: none"> • 5+ years' experience of business analysis plus • 2+ years' project management experience • Successful use of systems to improve business processes • Ability to work across teams to ensure effective business outcomes 	<ul style="list-style-type: none"> • Prince2 project management training • Exposure to Regional Council business units and systems • Experience working with Cloud/SaaS solutions • Testing skills

Key skills/attributes/job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	<ul style="list-style-type: none"> • Excellent project and time management skills • Excellent skills in Microsoft Outlook, Word, Excel, PowerPoint and Visio. • Well-developed written and verbal ability.
Working knowledge	<ul style="list-style-type: none"> • Excellent project and time management skills. • Agile methodology and practices. • Excellent skills in Microsoft Outlook, Work, Excel, PowerPoint and Visio. • Working knowledge of Microsoft Project. • Well-developed written and verbal ability. • Knowledgeable in the use of UML and Use Cases. • In-depth understanding of the Software Development Life Cycle. • In-depth understanding of the Development Services software methodology. • Mentoring and support for team members.
Awareness	<ul style="list-style-type: none"> • Community, cultural and political awareness. • Function and capabilities of the Bay of Plenty Regional Council software applications. • Capabilities of solution/software development frameworks.

Personal attributes/key behaviours

- Ability for creative thinking and innovative problem solving.
- Capability for critical thinking in the analysis of requirements and development of solutions.
- A professional approach.

¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

- A mature and methodical manner.
- Sound judgement and initiative.
- Ability to work well in a team or independently.
- Conflict resolution skills.
- Collaborative working style.
- A high level of courtesy, listening and communication skills.
- Ability to multi-task, prioritise and escalate where necessary.
- Ability to learn quickly.

Other requirements

- May require frequent travel within or outside Bay of Plenty region.
- Occasionally required to work outside normal hours.
- Willing to drive Regional Council vehicles.
- Provide mentoring and guidance on a day to day basis to less experienced team members.

Change to job description

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.

Approved:

Manager

Date

Discussed with Incumbent:

Employee

Date



Our values - our journey

A tatou haerenga

Our values reflect who we are and what is important to us.

Te Pumanawa 'the beating heart of the organisation'.

Our organisational values have been woven together following input from staff across the organisation, now it's up to each of us to bring these values to life in the work that we do every day.

TRUST	INTEGRITY	COURAGE
We trust each other and work to build trust	We do what we say we will do We act with purpose to achieve results	We act boldly to lead and do the right thing for our region
MANA (manaakitanga)	KOTAHI (kotahitanga)	WHĀNAU (whanaungatanga)
<p>Mana</p> <ul style="list-style-type: none"> ▪ Leadership ▪ Having strength and courage ▪ Being a positive influence ▪ Being proud and courageous ▪ Professionalism <p>Manaakitanga</p> <ul style="list-style-type: none"> ▪ Trust and respect ▪ Reciprocity (sharing) ▪ Nurture/support <p>Mana has many meanings such as integrity, charisma and prestige.</p> <p>Manaaki means 'to nurture and support and help each other grow'. When you add the 'tanga' the word is enhanced.</p>	<ul style="list-style-type: none"> ▪ Unity ▪ Strong emphasis on collaboration ▪ Being inclusive ▪ Nurturing a positive team spirit ▪ Sense of ownership <p>Kotahi means 'as one'. Adding the 'tanga' accentuates the word, giving it a wider meaning, bringing us together – 'strength in unity'.</p>	<ul style="list-style-type: none"> ▪ Strong focus on relationships. ▪ Having fun and being happy ▪ Socialising, including the importance of friends ▪ Supporting each other <p>Whānau means family. Adding the 'tanga' extends the word to a wider whānau context. It has a very strong focus on relationship within the organisation.</p>