



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Team Leader Business Analysis

### Technology Services & Solutions (TSS), Organisational Capability and Services Branch (OCS)

The primary purpose of this position is to lead a team in the delivery of business analysis services to the business. Team Leaders manage integrated and cross-functional ways of working that draw on the full range of skills and expertise of their people. They provide oversight for engagement between their people and the business, ensuring business analysis capability and performance align with expectations for partnering with and delivering to the business.

- **Reporting to:** Manager Business Analysis Practice
- **Location:** Wellington
- **Salary range:** Information Technology I

### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence

### Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.



Te Tari Taiwhenua  
Internal Affairs

What you will do to contribute	As a result we will see
<p><b>Delivery of Business Outcomes/Services</b></p> <ul style="list-style-type: none"> <li>• Lead planning for the team, and the team’s contribution to wider Strategy and Engagement planning so that strategic goals are translated into deliverable business and workplans for the team</li> <li>• In consultation with the Manager Business Analysis Practice and other Team Leader, develop and implement effective operating processes, systems and tools to ensure that performance targets are met, to identify and manage risk, and to monitor and report on performance against the workplan</li> <li>• Manage the portfolio of work in collaboration with the other Team Leader and the Manager Business Analysis Practice</li> <li>• Increase the speed, agility and flexibility of service delivery to actively adapt to the changing needs of the business</li> <li>• Track, anticipate and respond to emerging delivery, performance and capability issues that pose potential risk, advising on priorities and focusing effort and resources where they have the most impact</li> </ul>	<ul style="list-style-type: none"> <li>• The supply of quality business analysis resource and capability to projects &amp; programmes is managed, using a range of sources (permanent, contract and preferred supply agreements)</li> <li>• A current view of business analysis capability supply is maintained and alignment to departmental need demonstrated</li> </ul>
<p><b>Business Engagement and Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Develop a strong understanding of each branch of the business that includes drivers, strategies, and needs, their business models, trends, and their key strategic partner relationships</li> <li>• Provide oversight for engagement between team members and the business, ensuring that capabilities and performance align with new expectations for partnering with the business.</li> <li>• Work effectively across Strategy and Engagement to identify connections between portfolios in order to maximise opportunities for a joined up approach</li> <li>• Manage effective relationships with third party suppliers and others as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Business Analysis is seen as a trusted and valued partner and advisor to the business.</li> <li>• Good working relationships are maintained internally and externally with stakeholders.</li> <li>• Business Analysis team members working collaboratively with each other and across TSS to deliver seamless and joined up services to the business.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Practice Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the team in the effective application of business analysis practice to a variety of business challenges and requirements, and support alignment and integration of practice across teams and with other TSS functions</li> <li>• Provide expert advice to projects/programmes and key business stakeholders regarding best practice and fit-for-purpose business analysis approaches</li> <li>• Review and quality assure outputs to ensure that when delivered they will meet the expectations of the business</li> <li>• Ensure effective processes are in place for assuring the quality of the team’s work</li> <li>• Contribute to TSS continuous improvement processes, including representing Business Analysis interests</li> </ul>	<ul style="list-style-type: none"> <li>• Development and adoption of a consistent practice that includes consistent tools and processes; industry leading best practices; templates and standard deliverables.</li> <li>• Increased understanding of design options and choices for the team and for the business</li> </ul>
<p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>• Develop a strong culture which involves active management of team dynamics, joint planning and integrated cross-disciplinary ways of working</li> <li>• Establish and develop a resilient and agile team culture based on capability development, best-practice, continuous improvement and goal achievement.</li> <li>• Manage the efficient supply of capability within the team, develop alternative approaches to provide project-critical resources when these are not available internally</li> <li>• Ensure that the team has people to meet current and future client requirements through effective recruitment, development, succession planning and retention</li> <li>• Proactively mentor, coach and support team members to develop skills, adopt new ideas and develop practices</li> <li>• Ensure that people in the team are motivated and engaged</li> <li>• Manage the performance of people in accordance with DIA’s Performance Management System</li> </ul>	<ul style="list-style-type: none"> <li>• The team has the culture and capability it requires now and in the future</li> <li>• High performing and high potential staff are effectively recruited, developed, supported and retained</li> <li>• The team has a positive culture in line with the DIA principles and behaviours</li> <li>• Regular assessments and reviews of team members are completed to ensure people are developed to their full capacity</li> <li>• Team succession planning is developed and implemented and ongoing input into wider TSS planning is provided</li> <li>• Regular culture and engagement activities are undertaken.</li> <li>• The performance and development of all staff within the team is appropriately planned and managed in accordance with DIA processes and business needs</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Change and Transition</b></p> <ul style="list-style-type: none"> <li>Promote effective change implementation to enable team members to own changes and see them as positive</li> <li>Influence teams to develop skills, adopt new ideas and change practices in line with the new operating model</li> <li>With the other Team Leader, monitor change uptake across teams, identify both opportunities for improvement, and problems and issues which impact on the sustainability of change, and develop strategies for these with the Manager Business Analysis Practice</li> </ul>	<ul style="list-style-type: none"> <li>New ways of working and engagement are owned by the team</li> <li>Ongoing fine-tuning to structure and roles takes place as required as the new operating model is bedded in</li> </ul>
<p><b>Assist in the management of Business Analysis budget</b></p> <ul style="list-style-type: none"> <li>Ensure the overall supply of resources aligns to the stated demand</li> <li>Manage against set budgets through ensuring quality time keeping across the team</li> <li>Identify trends in resource utilisation and create early warning of possible under recovery against team budgets</li> <li>Analyse budget and utilisation data to keep a record and build an ongoing plan for sustainable resource utilisation</li> </ul>	<ul style="list-style-type: none"> <li>Expenditure is managed within agreed budget and when necessary updates to forecasts are made</li> <li>All finance and procurement processes are followed</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul> <p><b>Health and safety (for team)</b></p> <ul style="list-style-type: none"> <li>Inform, train and equip staff to carry out their work safely</li> <li>Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries</li> <li>Assess all hazards promptly and ensure they are managed</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <li>All requirements of DIA's Health and Safety policy and procedures are met.</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	TSS leadership team		✓		✓		✓
	Strategy and Engagement leadership team		✓	✓			✓

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
	Business Analyst team	✓		✓		✓	✓
	Project Management Teams	✓	✓	✓	✓		✓
	TSS Managers and Staff	✓	✓	✓	✓		✓
	Project Owners and Sponsors	✓	✓	✓	✓		✓
	Enterprise Portfolio Management Office	✓	✓	✓	✓		✓
External	Supplier panel and AoG recruitment panel				✓		
	Key vendors and suppliers	✓	✓	✓	✓		✓
	ITMS vendors	✓	✓	✓	✓		✓
	Government agencies	✓	✓	✓	✓		

Your delegations as a manager	
Human Resources and financial delegations	Level F
Direct reports	up to 25

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">People Leader</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Setting expectations</li> <li>• Encouraging innovation</li> <li>• Building effective teams</li> <li>• Identifying talent and developing others</li> <li>• Motivating others to achieve results</li> <li>• Developing business acumen</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in managing projects within timelines and with multiple stakeholders. Proven ability to deliver projects on time and to budget.</li> <li>• Team leadership experience with a high achieving business analysis team, motivating and lifting team practice and performance</li> <li>• Ability to prioritise the work programme, work under pressure and meet tight deadlines with high attention to detail and quality</li> <li>• Significant experience of operating in complex environments with multiple objectives and clients</li> <li>• Extensive experience across the project and the solution development lifecycles – including business analysis &amp; research, business process mapping, and the documentation of business requirements (functional &amp; non functional)</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Proven understanding across business</li> </ul>

Your success profile for this role	What you will bring specifically
	<p>analysis practice, standards and methodologies and their application</p> <ul style="list-style-type: none"><li>• Sound knowledge and experience in risk management &amp; mitigation particularly in relation to project and people issues</li><li>• Commercial business acumen &amp; approach</li><li>• A flexible approach and responsiveness to new ideas and activities, demonstrated by willingness to take on new challenges, roles and responsibilities.</li><li>• Financial literacy with the ability to interpret financial data as it relates to resource forecasting and utilisation</li><li>• High level of awareness of a range of technologies and their practical applications in supporting business requirements</li><li>• Proven understanding of quality assurance techniques in a continuous improvement environment</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Highly developed leadership skills with the ability to align functional/practice perspectives and lead the team towards the collaborative achievement of goals</li><li>• Strong business engagement skills with the ability to understanding client business needs and deliver an effective service</li><li>• Superior problem solving skills with a demonstrated ability to quickly understand complex information and systems, and to apply this understanding to develop effective solutions</li><li>• Strategic capability: the ability and desire to think beyond immediate issues, to consider the long-term and broader implications, and clearly identifies what needs to be done</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• Degree level qualification (preferably Management or Information Systems) or equivalent level work experience</li><li>• Membership of relevant professional bodies and fora is preferable</li></ul>