



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

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|--------------------|----------------------------|
| Title: | Senior Business Analyst |
| Group: | Corporate Support |
| Reports to: | Manager, Business Analysis |
| Band: | 17 |
| Date: | August 2021 |

Context

Our purpose

Waka Kotahi. Moving. Together

A land transport system connecting people, products and places for the thriving Aotearoa.

Group and team purpose

The Corporate Support Group underpins everything Waka Kotahi does. They are an enabler, an advisor and the people who keep the Agency safe. Corporate Support includes Finance, Legal, Risk and Assurance, Research and Analytics, Procurement, and Enterprise Change. For the Agency to be successful, Corporate Support needs to deliver quality services efficiently.

Enterprise Change is a team of change professionals, supporting the Agency in identifying, defining, organising and delivering organisational and Sector change. The team is comprised of the EPMD, the National Land Transport Programme Development team, and a number of change-related 'practices' (Design, Delivery, and Change Management) who are organised into business-focussed squads.

Position purpose

The purpose of this role is to undertake methodical investigation, analysis and review and produce good quality documentation to contribute to the design, definition, development and delivery of change that matters in Enterprise Change.

Key relationships

Internal:

- Wider Business Analysis team
- Other teams in Applied Design
- Enterprise Change teams
- Project stakeholders and subject matter experts
- All Agency business groups, in particular Transport Services and Regulatory

External:

- Ministry of Transport
 - Other government agencies
 - Local authorities
 - Industry experts, vendors, and stakeholders
 - Key transport industry and user representative groups
 - Relevant vendors
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Dimensions

Location: National office, or other location by agreement

What the position involves

Accountabilities

As well as being accountable for the Waka Kotahi values and behaviours, your role has the following specific key accountabilities:

- Provide fit-for-purpose Business Analysis services to projects and initiatives, tailoring what you deliver and how you deliver it to business needs, by using a variety of tools, techniques, processes and documentation.
- Ensure relevant stakeholders are identified and consulted about their needs and concerns, by conducting interviews and workshops. This includes identifying issues and understanding challenges.
- Select and use appropriate Business Analysis tools and techniques to elicit, validate and prioritise requirements and in the creation of artefacts, documents and models used in work assignments.
- Identify and evaluate solution options that are cost effective, customer-centred and will deliver the expected outcomes and benefits, leveraging Waka Kotahi and sector technology and platforms.
- Evaluate risks for proposed solutions and determine solution viability across a range of criteria.
- Write high calibre business cases, adopting the NZ Treasury's Better Business Cases approach where appropriate.
- Lead the business analysis effort on change initiatives, developing business analysis and resourcing plans, assuring the quality of business analysis deliverables and overseeing delivery and approvals, as required.
- Ensure the customer is at the forefront of our thinking, planning, engagement, communications, design and implementation throughout the project delivery lifecycle
- Conduct user testing of proposed solutions, and respond effectively to feedback to iterate the solution
- Coordinate the quality assurance, stakeholder review and approval of business analysis deliverables
- Help develop and maintain a reputable BA practice within Waka Kotahi, coaching BA colleagues in the skills required to become Senior BAs, contributing to peer review and actively supporting a community of practice.

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your People Leader.

Working effectively with Māori

Te Ara Kotahi – our Māori Strategy – supports Waka Kotahi to work effectively with Māori and is underpinned by uara (values) and our mātāpono (principles) of – Rangatiratanga, Manaakitanga, Kaitiakitanga, Whanaungatanga, Te Tiriti o Waitangi, Mana o te Reo, Huna Kore (no surprises approach), Auahatanga (creativity and innovation), Whakapono (integrity and honesty) and in recognition of Cultural Values.

As Waka Kotahi is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies.

We accept our privileged role and responsibility to the partnership of the Treaty of Waitangi / Te Tiriti o Waitangi.

Values and Behaviours

Our values and behaviours underpin everything we do and form the core behavioural expectations for your role.

NGĀKAU AROHA *Have heart* means we have the wellbeing of our people, community and planet at the heart of everything we do. As Waka Kotahi we:

- Contribute to a safe and sustainable work environment.
- Show respect for all people.
- Treat others how we would like to be treated.
- Are inclusive and connected
- Look out for each other

KOTAHITANGA *Better together* means we achieve great things when we work together to build trusted relationships inside and outside of Waka Kotahi. As Waka Kotahi we:

- Build better relationships
- Join up our thinking and our doing
- Remove barriers to collaboration
- Seek and listen to others to learn and grow
- Invite conversation and feedback and always improve

KIA MĀIA *Be brave* means our outcomes are better when we bring courage and self-belief to our passion and purpose. As Waka Kotahi we:

- Speak up when it matters
- Challenge to achieve the right outcome
- Make and own the tough decisions
- Find different perspectives to challenge thinking
- Face up to the difficult issues

MAHIA *Nail it* means we create enduring legacy, delivering our best work every day. As Waka Kotahi we:

- Are clear on what's important
- Deliver on the right outcomes
- Hold ourselves to account
- Help others succeed
- Celebrate success

As a member of the public service we also hold ourselves to the highest standards of integrity and conduct.

SPIRIT OF SERVICE

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, 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 hāpori, 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.

More information on all the behaviours and standards are included in the Waka Kotahi Te Tikanga Whanonga – Our Code of Conduct.

The value you will bring

Knowledge and experience:

- Significant and proven experience in Business Analysis (approximately 5+ years) with a strong understanding of and experience with a wide variety of analytical techniques and tools
- A proven track record in evaluating and resolving complex issues
- The ability to translate complex ideas into audience appropriate language, including via the use of diagrams and models
- Experience with service design tools and techniques, including the creation of customer experience maps, service blueprints and prototyping is desirable
- Knowledge of and experience with agile delivery methods such as Scrum is desirable
- Knowledge of change management frameworks such as Prosci ADKAR is desirable
- Exposure to regulatory functions and government information management practices and standards would be an advantage
- Great attitude, collaborative workstyle and agile mindset.

Qualifications:

- A tertiary qualification in a relevant discipline (business, technology, information), or equivalent experience
- Certification in Business Analysis, process improvement or agile methods would be advantageous

You will demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tikanga and Te Reo Māori. You will also have knowledge of, or a willingness to gain an appreciation of te Tiriti o Waitangi (the Treaty of Waitangi) as it applies in the public sector.

To learn more about what we do visit www.nzta.govt.nz