



**Ngākau aroha** Have heart

**Kotahitanga** Better together

**Kia māia** Be brave

**Mahia** Nail it

## Position Description

<b>Title:</b>	Principal Business Analyst
<b>Group:</b>	Te Ama   Commercial and Corporate
<b>Reports to:</b>	Manager Project Delivery
<b>Band:</b>	18
<b>Date:</b>	November 2023

### Context

<b>Our purpose</b>	<p><b>NZTA   Waka Kotahi. Moving. Together</b></p> <p>A land transport system connecting people, products and places for the thriving Aotearoa.</p>
<b>Group and team purpose</b>	<p>The purpose of our group, through demonstrating sound commercial acumen, is to:</p> <p><b>Provide</b> business planning (includes NLTP), financial, investment, and assurance services for NZTA   Waka Kotahi and the land transport sector, ensuring value for money and expected benefits are being realised, enabling NZTA   Waka Kotahi to run efficiently and effectively.</p> <p><b>Deliver</b> corporate services that underpin effective performance, including legal, governance, risk and assurance, business planning and budgeting, programme management, business support, and corporate properties and workplace services.</p> <p>Corporate Capability and Support delivers shared support services across NZTA   Waka Kotahi, leads improvements in corporate and commercial capability, and drives organisational efficiency and effectiveness.</p>
<b>Position purpose</b>	<p>The purpose of this role is to ensure a holistic, human-centred enterprise analysis approach is used in designing and delivering business and customer change thereby creating great transport system and service experiences.</p>
<b>Key relationships</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>Group's Leadership team</li> <li>Customer Design Leadership team</li> <li>Project stakeholders and subject matter experts</li> <li>Digital and Workspace</li> <li>All Agency business groups</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>Development and technology vendors</li> <li>Service and supply vendors</li> <li>Industry stakeholders and organisations</li> </ul>
<b>Dimensions</b>	<p><b>Location:</b> Various</p>

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## What the position involves

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### Accountabilities

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

- Applies significant enterprise analysis expertise to shape insights and new or improved service propositions, co-designing innovative solutions in line with human-centred design practices and organisational goals
- Provides thought leadership in enterprise analysis and human-centred design approaches and trends
- Leads and shapes human-centred solutions on the more complex and challenging projects
- Clearly identifies business objectives and unearths customers' and stakeholders' needs
- Drives quality customer outcomes using human-centred and data led approaches
- Prioritises high-value, feasible, and viable opportunities
- Develops effective measures for evaluating the performance of improvements and solutions
- Develops innovative visual artefacts that help bring services to life
- Provides oversight, guidance and mentoring for Senior Business Analysts and other less experienced team members as required to assist the Manager with building internal capability and increasing process maturity across the organisation
- Provides expert advice to internal stakeholders and manages multiple stakeholders needs and expectations
- Communicates and escalates any potential risks and issues appropriately
- Grows and maintains key relationships
- Contributes to the strategic direction of NZTA | Waka Kotahi's change delivery

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.

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### Working effectively with Māori

Te Ara Kotahi – our Māori Strategy – supports NZTA | 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 NZTA | 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.

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### 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 NZTA | 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

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**KOTAHITANGA** Better together means we achieve great things when we work together to build trusted relationships inside and outside of NZTA | Waka Kotahi. As NZTA | 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 NZTA | 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 NZTA | 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 state sector 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 āianeī, ā, hei ngā rā ki tua hoki. He kawenga tino whitake 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.

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

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## The value you will bring

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### Knowledge and experience:

- Excellent knowledge of and experience in the application of enterprise analysis tools and techniques
- Excellent knowledge of qualitative and quantitative analytical methods
- Deep understanding of organisational operations, governance and strategy
- Excellent knowledge of techniques and practices for designing business change
- Excellent knowledge of functional and non-functional requirements and development of expressed User Stories.

### Qualifications:

- Proven experience in delivering enterprise analysis, using various methodologies, to quality, time and budget constraints
- Significant practical experience using a broad range of enterprise analysis methods and approaches, particularly operational capability design, current state analysis and business process design

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.

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