



## Position Description

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<b>Title:</b>	Senior Analyst – Reporting & Insights
<b>Group:</b>	Customer and Services
<b>Reports to:</b>	PMO Lead, National Ticketing Solution
<b>Band:</b>	17
<b>Direct Reports:</b>	0
<b>Date:</b>	September 2024

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### Context

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<b>Our purpose</b>	<b><i>Waka Kotahi. Moving. Together</i></b> A land transport system connecting people, products, and places for the thriving Aotearoa.
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<b>Group and team purpose</b>	<p>The Customer and Services Group helps deliver a positive land transport experience by making interactions with NZTA products and services simple, easy to use and effective for users.</p> <p>The National Ticketing Solution (NTS) is a partnership between the New Zealand Transport Agency Waka Kotahi and 13 Public Transport Authorities which will provide a range of easy-to-use and consistent payment methods for all public transport in New Zealand. Customers will be able to pay for public transport using contactless debit or credit cards and digital payment methods such as Apple Pay and Google Pay on mobile phones and smart watches, as well as a NTS prepaid card. By making payments easier, the NTS will encourage more people to use public transport more often.</p>
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<b>Position purpose</b>	The Senior Analyst – Reporting & Insights ensures high quality and relevant reporting is made available to support oversight and decision-making. They collect and analyse quantitative and qualitative data from a variety of sources and provide high quality, accurate advice, and information to inform funding, strategy, planning and outcome delivery.
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<b>Key relationships</b>	Internal: <ul style="list-style-type: none"><li>• EPMO</li><li>• Programme / Project stakeholders</li><li>• Executive &amp; Business Sponsors</li><li>• Investment and Finance</li><li>• Risk and Assurance</li></ul>
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External:

- P3M Toolset providers
  - Public Transport Authorities
  - Other government agencies
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Dimensions

**Location:** Wellington

### **What the position involves**

#### Accountabilities

- Provide an Enterprise view of all approved business plan activity that is actively being used to monitor progress against agreed timelines.
  - Develop and embed Self service P3M reporting
  - Develops high quality, insightful reporting to support informed decision making
  - Supports the Portfolio Directors and Programme Managers to develop effective reporting for their portfolios and then coordinates regular reporting and evaluation of results.
  - Listens and understands what the information is being used for, works with the various sources of information and provides reporting and data which meets and exceeds needs and expectations and improves the quality of the information provided.
  - Participates in the design of outcome measures, performance indicators, benefits measures and reporting tools to support decision making.
  - Provides high quality objective analysis of both quantitative and qualitative data within specified time frames, on a monthly basis and on an ad hoc basis as requested.
  - Provides data analysis and information to meet the requirements of Treasury.
  - Works collaboratively with delivery portfolio groups and stakeholders to understand and meet analytical requirements, develop reporting that meets business needs and maintain the quality and timeliness of delivery.
  - Investigates and analyses data and information and provides insights
  - Drives the improvement of data quality
  - Develops supporting processes for the delivery of information intelligence and regular reporting
  - Identifies opportunities for information systems improvement or new systems that will contribute to improved information management, decision - making and reporting.
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- Supports the development of future information management and reporting strategies
  - Advocate, promote and contribute to reporting process continuous improvement initiatives. Identify and support reporting system and process enhancements that will contribute to improved decision making.

### **Embedding continuous improvement**

- Stay abreast of industry trends, emerging practices, and technological advancements in portfolio management, proactively identifying improvement opportunities
- Facilitate and incorporate lessons learned into portfolio frameworks, practices, tools, templates and ways of working.

### **Support the wider EPMO team**

- A key member of the EPMO, ensure continued focus on the Group and team purpose
- Participate and lead through change by thinking, acting and advocating the change

### **Health, safety and wellness**

- Lead by example, taking a proactive approach to ensuring work is completed in accordance with health, safety, wellness and injury management policies, standards and legislation
- Ensure accountability and positive recognition for health and safety behaviors occurs
- Follow all reasonable instructions, do not by action or inaction put yourself or others in harm's way
- Ensure your own fitness for work and perform duties safely including reporting hazards, near misses and incidents for yourself, your staff or that you observe immediately.

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 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

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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 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 selfbelief 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.

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## 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 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 Waka Kotahi Te Tikanga Whanonga – Our Code of Conduct.

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## The value you will bring

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### Knowledge:

- Knowledge of Power BI, Excel and other reporting and analytical tools
- Knowledge and understanding of the range of portfolio, programme and project management approaches.
- Good understanding of central government reporting requirements
- Strong experience working in reporting and analytical roles at senior levels
- Proven experience in data manipulation, analysis and management
- Experience in information reporting, especially performance related reporting, preferably in an area supporting other teams in making strategic, management and operational decisions
- Experience with and exposure to Business Intelligence and analytics
- Highly skilled at turning raw data into valuable and relevant intelligence and insights
- Able to develop new reports, reporting tools and frameworks and methodologies
- Strong analytical skills
- Adept at understanding business requirements and designing reports

### Qualifications:

- Tertiary level qualifications in a relevant discipline or equivalent experience.

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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