

POSITION DETAILS	
TITLE	Business Analyst (BA) – ERP Implementation
REPORTS TO	Lead Business Analyst
LOCATION	Civic Centre, Whakatāne
DATE	April 2025
DIRECT REPORTS	None
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION
The Business Analyst is a key role in supporting successful implementation of the new ERP system by managing business requirements and solution design, maintaining strong communication and connection with business owners, and overseeing key aspects of the project.

KEY ACCOUNTABILITIES	
KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	Ensure the best interests of the organisation are represented at all times and Council values are reflected in behaviours and professional delivery of role.
IMPLEMENTATION READINESS	Facilitate workshops with SMEs and software vendors to capture high-level business processes, noting that the focus will be on implementing standard processes within the solution. Whilst configuration will ensure the solution meets business requirements, there will be no customisation. Ensure business needs are effectively translated into functional and technical specifications to support configuration. Ensure requirements are complete, clear, and aligned with ERP system capabilities.
SOLUTION DESIGN	Work with developers and solution architects to design ERP configurations. Facilitate the testing process, including user acceptance testing (UAT) and system integration testing (SIT). Support validation of the ERP system in meeting business needs post-implementation.
STAKEHOLDER RELATIONSHIPS & CHANGE MANAGEMENT	Build and maintain effective relationships with internal and external stakeholders, working as a trusted team member throughout the project lifecycle. Work collaboratively with cross-functional teams including Digital Services, Finance, Rates, Property and Regulatory functions. Support change management approach to ensure end-users are trained, and that resistance to change is promptly addressed.

OTHER DUTIES	<p>Contribute to continuous improvement initiatives within the council's project management framework.</p> <p>Maintain project documentation.</p> <p>Ensure projects adhere to council policies, local government regulations, and health and safety standards.</p> <p>Undertake other duties that may be required from time to time, in agreement with Manager.</p>
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KEY RELATIONSHIPS	
EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Software supplier, consultants and contractors 	<ul style="list-style-type: none"> ▪ All Staff

PERSON SPECIFICATION	
QUALIFICATIONS	<p>University degree or diploma in the field of business administration, computer science, finance, or information systems is preferred.</p> <p>Three to five years' related work experience</p>
EXPERIENCE	<p>BA experience on a large-scale digital project, preferably within local government or a public sector environment.</p>

<p>KNOWLEDGE, SKILLS AND ATTRIBUTES</p>	<p>Demonstrated knowledge of local government core business processes and operations.</p> <p>Proven experience with business and technical requirements analysis, elicitation, modelling, verification, and methodology development.</p> <p>Experience overseeing the design, development, and implementation of software and hardware solutions, systems, or products.</p> <p>Ability to create systematic and consistent requirements specifications in both technical and user-friendly language.</p> <p>Exceptional analytical and statistical skills with the ability to apply them to systems issues and products as required.</p> <p>Proficiency in tools like SQL and PROMAPP.</p> <p>Experience working in a team-oriented, collaborative environment.</p> <p>Strong written and verbal communication skills.</p> <p>Ability to build and maintain effective working relationships with a range of people and personalities.</p> <p>Process focussed with strong emphasis on accuracy and continuous improvement, and demonstrates emotional maturity and situational awareness to operate with confidentiality and in complex environments.</p> <p>Familiarity with project management tools and methodologies (e.g., PRINCE2, Agile, or equivalent).</p> <p>Ability to manage multiple tasks, priorities, and deadlines simultaneously.</p> <p>Proactive approach to identifying and resolving challenges.</p> <p>Strong focus on accuracy and compliance in documentation and reporting.</p>
<p>OVERALL</p>	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Willing to work overtime and weekends should this be required.</p> <p>Full, clean current driver’s licence.</p>

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date



OUR VISION AND VALUES

*Tō tātau matakitenga
me ngā wāriutanga*

OUR VISION *Ngā matakitenga*

 **Better Together**
Toitū te Kotahitanga

WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where
will the bellbird sing? If you ask me what is the
most important thing in the world
I will tell you, it is people, it is people, it is people.*

We put **people** at the
heart of everything we do
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as **one team**
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

We are always **learning**
and **improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about
our **environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate**
and **proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together