

POSITION DETAILS

TITLE	Business Analyst
REPORTS TO	Project Manager - Digital Services
LOCATION	Civic Centre, Commerce Street, Whakatane
DATE	March 2025
DIRECT REPORTS	None
FINANCIAL DELEGATION	None

PURPOSE OF POSITION

The Business Analyst's role is to elicit, analyse, specify, and validate the business needs of stakeholders, be they customers or end users. The Business Analyst communicates between stakeholders and the Project Team to ensure that business needs are translated into effective solutions. The Business Analyst works alongside the business to analyse, improve and optimise processes, new and existing. They will test the resulting systems developed to ensure that business requirements are met.

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.
STRATEGY & PLANNING	<p>Meet with decision makers, systems owners, and end users to define business, financial, and operations requirements and systems goals.</p> <p>Collaborate with project sponsors to determine project scope and vision.</p> <p>Clearly identify project stakeholders and establish user personas, as well as their characteristics.</p> <p>Conduct interviews to gather user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods.</p> <p>Identify the elicitation method to be used by establishing scope and parameters of requirements analysis on a project-by-project basis to define project impact, outcome criteria, and metrics.</p> <p>Work with stakeholders and project team to prioritise collected requirements.</p> <p>Research, review, and analyse the effectiveness and efficiency of existing requirements-gathering processes and develop strategies for enhancing or further leveraging these processes.</p>

ACQUISITION & DEPLOYMENT	<p>Develop tender documents for the procurement of new solutions</p> <p>Assist in conducting research on software and hardware products to meet agreed-upon requirements and to support purchasing efforts.</p> <p>Participate in the QA of purchased solutions to ensure features and functions have been enabled and optimised.</p> <p>Participate in the selection of any requirements documentation software solutions that the organisation may opt to use.</p>
OPERATIONAL MANAGEMENT	<p>Analyse and verify requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.</p> <p>Develop and utilise standard templates to accurately and concisely write requirements specifications.</p> <p>Translate conceptual user requirements into functional requirements in a clear manner that is comprehensible to the Solutions Systems Analyst and project team.</p> <p>Where applicable, develop prototypes of interfaces and attributes based on user requirements.</p> <p>Create process models, specifications, diagrams, and charts to provide direction to the Solutions System Analyst, project team and the business</p> <p>Develop and conduct peer reviews of business requirements to ensure that requirement specifications are correctly interpreted.</p> <p>Assist with the interpretation of user requirements into feasible options and communicate these back to the business stakeholders.</p> <p>Manage and track the status of requirements throughout the project lifecycle; enforce and redefine as necessary.</p> <p>Communicate changes, enhancements, and modifications of business requirements – verbally or through written documentation – to project managers, sponsors, and other stakeholders so that issues and solutions are understood.</p> <p>Participate in the QA of developed solutions to ensure features and functions have been properly developed, enabled and optimised.</p> <p>Assist with the design, development and delivery of software application training programs.</p>
RELATIONSHIP MANAGEMENT	<p>Internal relationships are effectively managed and maintained where advice and support are provided to all staff which is consistent across organisation work streams.</p> <p>Potential issues, risks and opportunities are reported in a timely manner.</p> <p>Support initiatives including participation in departmental and corporate projects.</p>

HEALTH SAFETY AND WELLBEING	<p>Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>All work-related hazards, incidents and accidents are accurately reported and any follow up corrective actions are implemented.</p> <p>Support is provided, as required, to the Health, Safety & Wellbeing Team to complete internal audits, assessments and investigations.</p> <p>Health and Safety training is regularly attended and certification, as required, is current.</p> <p>Active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>
ADDITIONAL DUTIES	<p>Attend relevant training as required.</p> <p>Undertake Civil Defence training and duties as required.</p> <p>Complete other duties that may be required.</p>

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> Public Contractors/Consultants Other service providers 	<ul style="list-style-type: none"> Council Elected members All staff

PERSON SPECIFICATION

QUALIFICATIONS	<ul style="list-style-type: none"> University degree or diploma in the field of business administration, computer science, finance, or information systems is preferred. Three to five years' related work experience
EXPERIENCE	<ul style="list-style-type: none"> Demonstrated knowledge of the organisation's core business process and operations Proven experience with business and technical requirements analysis, elicitation, modelling, verification, and methodology development Experience overseeing the design, development, and implementation of software and hardware solutions, systems, or products Ability to create systematic and consistent requirements specifications in both technical and user-friendly language. Exceptional analytical and statistical skills with the ability to apply them to systems issues and products as required. Clear understanding of product management and market placement Demonstrated project management skills and project management software skills, including planning, organizing, and managing resources Understanding of application development and software development life cycle concepts Excellent understanding of the organisation's goals and objectives.

KNOWLEDGE, SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> • Able to exercise independent judgment and take action on it • Excellent analytical, mathematical, and creative problem-solving skills • Excellent listening, interpersonal, written, and oral communication skills • Logical and efficient, with keen attention to detail • Highly self-motivated and directed • Ability to effectively prioritise and execute tasks while under pressure • Strong customer service orientation • Experience working in a team-oriented, collaborative environment
WORK CONDITIONS	<ul style="list-style-type: none"> • Occasional evening and weekend work to meet deadlines • Sitting for extended periods of time • Some travel may be required for the purpose of meeting with vendors, stakeholders, or offsite staff.

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