

Business Analyst

Provision of analytical and information management support that assists in the development of projects and initiatives across the organisation which improves operational effectiveness.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Business Analyst – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Review business processes and opportunities for improvement – targeting value add changes.
- Identifies business processes that can be transformed via automation where there is a demonstrable value and fit with strategic direction.
- Builds business cases based around clear articulation of benefits and ROI, risks and impacts.
- Provides clear requirements for business process automation.
- Manages the delivery of automation and business process changes into the organisation.
- Provides support to specific work programs and projects:
 - Establishment of Corporate Performance Framework
 - Performance Reporting/Balanced Scorecard
 - IT Projects.
- Business Intelligence Tools and Dashboards.
- Support Project Manager during UAT and Go Live deployment by:
 - Supporting end users during User Acceptance Testing (UAT).
 - Create & supply supplementary documentation specifically for UAT and Early Life Support.
 - Create hand over documentation for operational team for BAU
 - Provide Early Life Support to business ensuring that end users are confident with deployed systems before closing projects.
- Provide support to ICT Team Leaders during initial project planning activities.
- Evaluate areas of the business that could benefit with digital transformation or improvement in current processes.
- Conduct research and analysis of information – such as a gap analysis of current systems and requirements outside of existing technical infrastructure.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Tertiary Qualification with a strong focus on Business Analysis
- Highly numerate and confident using Excel and other database and information management systems.
- Excellent analytical skills and understanding of financial reporting systems and requirements.
- Excellent communication skills in conveying and interpreting data/information.
- Strong writing skills to deliver effective business cases, proposals and reports.
- Ability to develop strong working relationships across the business that aid effective collaboration.
- Strong project management experience with demonstrated ability to apply Project Management Principles.

What you will bring

- Experience in mapping business processes, with ProMapp experience desirable.
- Systems thinking approach.
- Ability and desire to work in a way that is consistent with our organisational tikanga.

Delegation

Financial responsibilities – Nil

Position Grade – Grade 15

Organisation Chart – see below

