

Whakaaturanga Mahi – Job description

Job details

Job title:	Business Analyst
Reports to:	Delivery Manager
Direct reports:	nil
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Chief Technology Officer Executive Leadership Team All Enable New Zealand Limited staff and people leaders
<i>External:</i>	Customers and other external users
Location:	Palmerston North

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

The Business Analyst role works with stakeholders across the business to identify, document and manage business processes, identify business process improvements, and support the development of related standard operating procedures.

Support business stakeholders by designing and developing reports and dashboards and analysing data for business improvement and research.

Where system change is required, obtain the business requirements, support the design and development of the system changes, and plan and manage user acceptance testing (**UAT**). As required assist in the development of end user training material and deliver training and induction. These activities may be required as part of business-as-usual patches and service packs for systems, or larger systems projects.



This role will support Enable New Zealand's endeavours to improve process efficiency and/or eliminate non-value-adding activities. This could include automating aspects of transactional processes, addressing challenges in current technology solutions used, redesigning processes to focus on best practice and value-adding customer activities, developing an ideas/innovation culture that is focused on process time reduction and value creation across the customer journey.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Business Process Management	- Develop and manage the enterprise business process model. - Engagement with executive leaders, managers and team leaders to ensure the enterprise business process model and business unit specific processes are accurate. - Analyse and identify business process improvements and make recommendations to business unit management. - Analyse and create time-in-motion metrics for business processes as required. - Support development of standard operating procedures (SOP) for business units ensuring they align with the enterprise business process model.
Business Requirements	- Obtain business requirements from business users and the IT department including functional and non-functional requirements, and ensure the requirements are approved by appropriate stakeholders. - Ensure the business requirements are in the format required for the projects preferred system development life cycle methodology (e.g. structured requirements, user stories, etc). - Ensure business requirements are documented in a way that they can be used as the test basis for system and UAT. - Ensure business requirements are documented in a way that they can easily be understood by both business users and system developers. - Create and manage a traceability matrix for each project to ensure that the business requirements are covered by the solution design and tested as part of UAT. Any business requirements not met by a project should have an explanation for why they were not required or not able to be met.
Testing	- Develop test management plans (TMP) and ensure the processes of the TMP are followed. - Ensure the business requirements are testable. - Develop test artefacts including scenarios and test scripts and ensure the testing scope and test artefacts are approved by appropriate stakeholders. - Plan and manage UAT activities.

Key objectives	Responsibilities
	Create UAT test exit reports and ensure these are approved by appropriate stakeholders.
Reporting	- Obtain reporting requirements from managers and executives and create reporting specifications and ensure approval by appropriate stakeholders. - Identify the most appropriate system to deliver the required reports and/or dashboards. - Build the reports and/or dashboards and ensure these are tested and approved by the appropriate stakeholders. - Create an as-built document for the reports and/or dashboards and hand these over to the IT operational team.
Training	As required assist in the development of end user training material and deliver training and induction.
Health, Safety, and Wellbeing <i>Applies knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation.</i>	- Is familiar with all policies and procedures as they affect the work environment. - Ensure that safe working procedures are practised, and no person is endangered through action or inaction. - Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. - Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	Apply knowledge of Te Tiriti o Waitangi – Treaty of Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

- Certified Business Analysis Professional, Six Sigma Black Belt or similar qualification.
- Experience working within a range of System Development Life Cycle project methodologies, ideally including Agile, Waterfall and Rapid Application Development.
- Experience operating using BABOK, Lean, Six Sigma or similar business improvement methodologies.
- Experience in identifying business requirements and facilitating meetings to elicit business requirements.
- Experience in business process modelling and business process reengineering.
- Experience producing time-in-motion metrics.
- Significant experience using the Microsoft Office Suite of products including Visio.
- Experience with Microsoft Finance and Operations (FinOps), Customer Relationship Management (CRM), Power Platform and Power Apps is beneficial.

Skills and Attributes

- Able to capture and record information, practices and processes in a systematic way to support system and data flow process map development.
- Strong technical and analytical skills.
- Gets work done using both formal channels and informal networks.
- Excellent communication and interpersonal skills – able to liaise with staff at all levels in the organisation.
- Demonstrated ability to work alongside others in a collaborative way and to vary style to fit the circumstances and achieve the desired outcome.
- Takes an organisation-wide view and works across teams as appropriate to maximise organisational synergy.
- Ability to manage multiple projects occurring at the same time.
- Ability to run stakeholder meetings and workshops.
- Ability to develop new and/or more effective work processes and systems through lateral thinking and creativity in work and process design.
- Considers cost, benefits and risks when making and implementing decisions.
- Ability to interpret and translate complex information into simple language that can be easily understood.
- Ability to produce results in a tight timeframe.
- Ability to manage conflicting demands and changing priorities.
- Adaptive, flexible and takes a positive attitude to change.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.