

POSITION DESCRIPTION

Position:	Business Analyst	
Team:	Te Taituarā (Business Unit) – Information Technology Team	
Reporting to:	Chief Digital Officer	
Staff Responsibility:	0	
Job Purpose:	Te Taituarā team (Business Unit) aims to provide a seamless and highly efficient “engine-room” support team to kaimahi and whānau. The key responsibilities of this position are: - To support the successful delivery, enhancement and continuous improvement of Te Oranganui’s business applications through business process modelling, business analysis, test management and change management activities. - To work closely with stakeholders across Te Oranganui to understand business needs, identify opportunities for improvement and ensure business applications effectively support service delivery outcomes. - To ensure business requirements, business processes, testing activities and change management activities are delivered using recognised best practice methodologies. - To support the Applications and Data Lead in the successful implementation, enhancement and adoption of business applications. - To build strong relationships across the organisation to understand customer and business needs, improve user experience, and ensure business applications effectively support service delivery outcomes.	
Accepted by:	Employee Signature:	Date:
<<NAME>>		

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The eight services are:

Te Waipuna	Primary Health & Medical
Te Taihāhā	Disability Support Service
Waiora Hinengaro	Vocations, Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Te Puawai Whānau	Tamariki Wellbeing
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tāne	Clinical Services Corrections
Te Taituarā	Business Unit

Our Vision	Korowaitia te puna waiora, hei oranga motuhake mō te iwi
Our Mission	Investing in transformational wellbeing where whānau are at the centre of everything we do.
Our Values	
<i>Kotahitanga</i>	Kei te Kotahitanga o ngā kūmete nō uta, nō tai te orange o te iwi We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective. We are innovators of change, building a movement for transformation.
<i>Whanaungatanga</i>	Nō te whānau, mō te whānau We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.
<i>Pono</i>	Kia mau, kia ū ki ngā kete mātauranga nō ngā tupuna Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.
<i>Tika</i>	Whaia te ara tika ahakoa te aha Whānau ability to attain wellbeing is a fundamental right. We believe in a just fair system and so, we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.

Key Result Area 1. Business Process Modelling

- Accountable for delivery of current and future state business process models, ensuring they accurately reflect organisational operations and desired business outcomes.
- Facilitate workshops and engagement activities to understand existing business processes and identify opportunities for improvement.
- Analyse business processes to identify inefficiencies, risks, bottlenecks and opportunities for automation and optimisation.
- Develop process maps, workflows and supporting documentation using agreed standards and methodologies.
- Ensure future state business processes align with organisational objectives, service delivery requirements and technology capabilities.
- Maintain business process documentation and ensure it remains accurate and current.

Key Result Area 2. Business Requirements Management

- Accountable for the elicitation, analysis, documentation and management of business requirements.
- Facilitate stakeholder workshops, interviews and consultation activities to gather business requirements.
- Develop and maintain business requirements documents (BRDs), functional requirements and supporting analysis artefacts.
- Ensure business requirements are clear, complete, traceable and approved by appropriate stakeholders.
- Support solution design activities by ensuring proposed solutions align with approved business requirements.
- Act as a business application subject matter expert, supporting application enhancement initiatives and ensuring business requirements are appropriately reflected in solution designs.

Key Result Area 3. Test Management

- Develop test strategies, test plans and test schedules.
- Develop test scenarios, test cases and test scripts.
- Coordinate User Acceptance Testing activities.
- Manage defects and issue resolution processes.
- Produce test completion and UAT sign-off documentation.
- Ensure solutions meet approved business requirements prior to production release.

Key Result Area 4. Change Management

- Develop training materials, user guides and support documentation.
- Deliver training sessions and end-user support activities.
- Develop stakeholder communication plans and implementation communications.
- Coordinate release readiness activities and production deployments.
- Support business adoption of new processes and technology solutions.
- Conduct post-implementation reviews and identify continuous improvement opportunities.

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending karakia, whanaungatanga, waiata etc
- Uphold the principles of Whanau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed

Person Specification

Qualifications and Education

- Relevant tertiary degree in Information Technology, Business Systems or equivalent experience.
- Relevant certifications in IT Service Management (e.g. ITIL) and Business Analysis (e.g. BABOK)

Experience

- Proven experience supporting and administering enterprise business applications (e.g. CRM, Case Management and Patient Management solutions, FMIS, and HRIS).
- Proven experience in business analysis, process improvement, testing and change management.
- Experience supporting enterprise business applications such as CRM, FMIS, HRIS or case management systems.
- Experience developing business process models, business requirements documents and functional specifications.
- Experience planning and coordinating User Acceptance Testing activities.
- Experience developing training materials, communications and change management artefacts.
- Experience working with business stakeholders, software vendors and technical teams.

- Experience in the health and social services sector is highly desirable.

Technical Skills

- Business Process Modelling and Process Improvement
- Requirements Elicitation, Documentation and Management
- Business Analysis and Stakeholder Engagement
- Test Strategy, Test Planning and User Acceptance Testing
- Change Management, Training and Communications
- Business Applications Administration and Support
- Strong analytical and problem-solving skills, with the ability to translate business needs into practical solutions
- Strong written documentation, facilitation and communication skills

Leadership Skills

- Ability to facilitate workshops and stakeholder engagement activities
- Ability to influence outcomes through effective communication and collaboration
- Strong planning, organisation and prioritisation skills
- Excellent verbal, written and interpersonal communication skills
- Working understanding of Te Tiriti, kaupapa Māori and Whānau Ora would be an advantage

Attributes

- Commitment to whānau, hapū and Iwi
- A friendly “Can Do” attitude
- Continuous improvement mentality
- Ability to build effective working relationships within Te Taituarā and across Te Oranganui
- Portrays drive and initiative
- Ability and willingness to work positively as a member of a team

Other Requirements of this Position

- Non-smoker/non-vaper – or a full commitment to remain smoke/vape-free during the hours of work
- Current clean, full NZ driver licence
- Must be able to pass Te Oranganui’s background, vetting and worker safety checks
- New Zealand citizenship, permanent resident status, or a NZ work permit
- Zero tolerance towards family violence