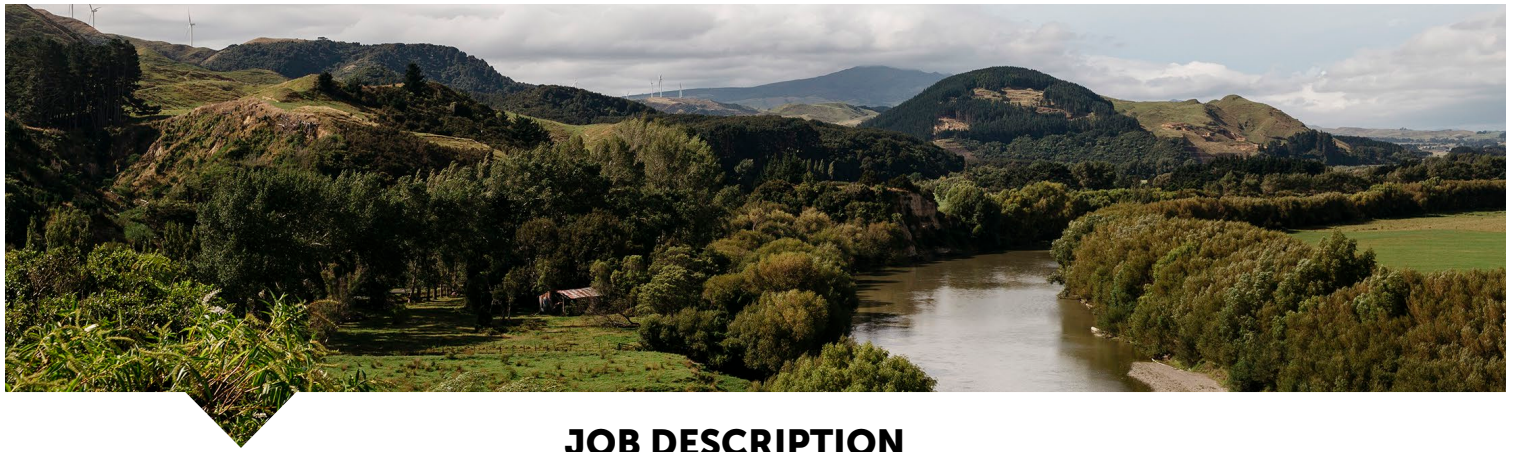
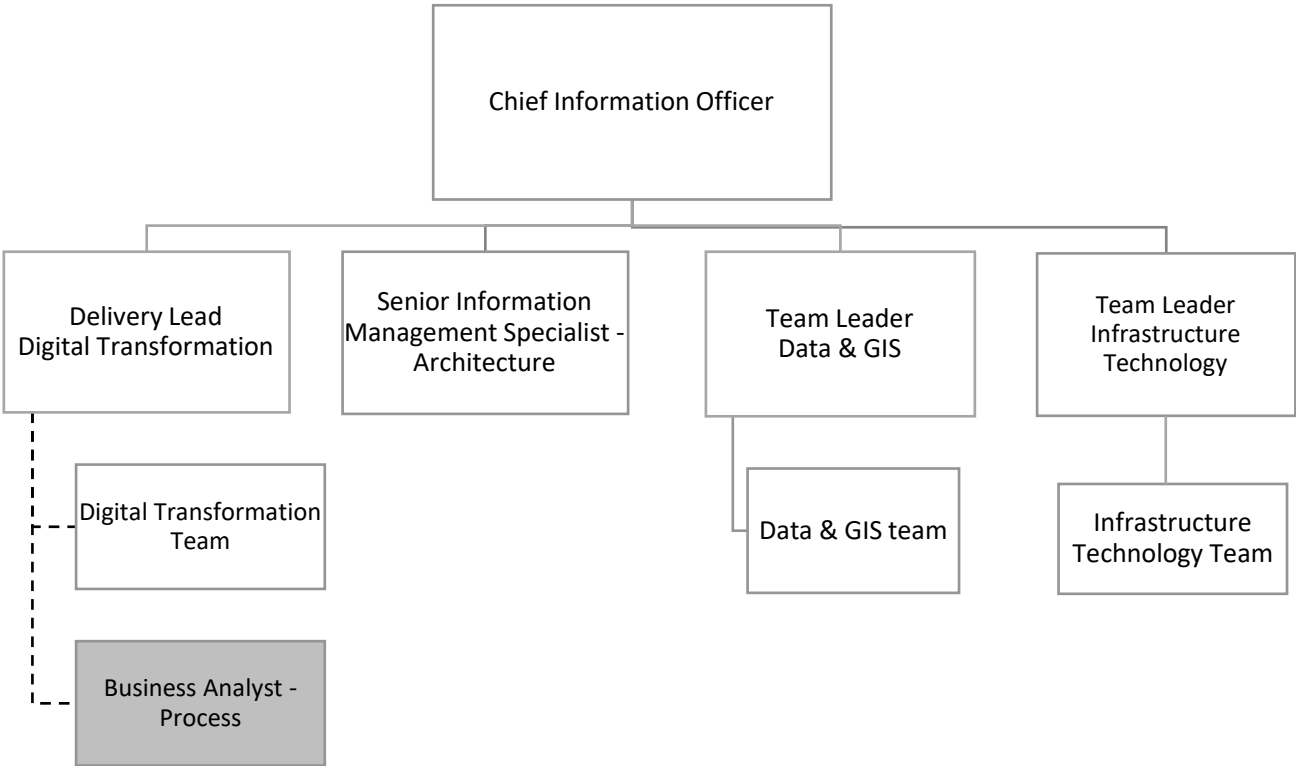




JOB DESCRIPTION

Job Title:	Business Analyst - Process
Work Unit:	Information Services Team, Regional Services & Information Group
Responsible to:	Chief Information Officer, Delivery Lead (Operational)
Position purpose:	The Business Analyst supports the delivery of Horizons’ Digital Transformation Programme by facilitating business-led improvements, digital enablement, and data-driven decision making. This includes identifying opportunities to optimise processes, enhance data governance, and support implementation of new and improved systems aligned with the Council’s strategic priorities.
Salary:	\$92,150 (85%) - \$108,412 (100%)
Grade:	15
Date:	August 2026

ORGANISATIONAL CONTEXT



FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
- Regional and Territorial Authorities - Iwi and Hapu - Research Institutes and Universities - Resource Users - Various Government Departments - Interest and Sector Groups - Software Developers and Suppliers - Students - General Public - Consultants and Contractors - Vendors and Implementation Partners	- Executive Team - Regional Services & Information - Strategy & Regulation - Natural Resources & Partnerships - River Management - Corporate - Catchment Data - Emergency Management - Consents and Compliance - Policy - Research & Innovation - Freshwater Management - Land Management - Pest Management - River Management Investigation & Design - Area River Engineers - Finance - Rates - Information Technology - Comms

KEY RESULT AREAS

JOBHOLDER IS ACCOUNTABLE FOR	JOBHOLDER IS SUCCESSFUL WHEN
Business Process and Requirement Analysis	
- Collaborate with stakeholders to understand business needs and process gaps. - Analyse and document current and future state processes in line with functional requirements, and data flows. - Provide insight-driven recommendations to improve efficiency, service delivery, and business design. - Support user engagement through interviews, workshops, and documentation.	- Business needs and pain points are clearly understood and documented through effective stakeholder engagement. - Process maps are accurate, complete, and aligned with organisational goals. - Recommendations lead to measurable improvements in efficiency, or service delivery. - Stakeholders are engaged throughout the analysis process and feel heard, informed, and involved in the outcomes.
Project and Solution Delivery	
- Contribute to planning, delivery, and evaluation of projects under the Information Management Programme. - Translate business needs into actionable system requirements and support testing, implementation, and change management. - Maintain accurate documentation and track progress across the solution lifecycle.	- Project contributions align with Digital Transformation Programme priorities and are delivered within agreed timeframes, scope, and quality expectations. - Business needs are accurately translated into processes, resulting in effective solutions that meet user and organisational needs. - Implementation is supported through clear documentation, structured testing, and practical change management. - Project records, decisions, and outcomes are well maintained, enabling transparency, traceability, and continuous improvement.

Data and Information Management	
- Identify opportunities for improving processes enabling data accessibility, integration, and lifecycle management. - Provide advice and analysis to enhance organisational data maturity and support regulatory and public transparency goals	- Opportunities to improve data accessibility, integration, and lifecycle management are clearly identified and progressed. - Advice and analysis contribute to improved data maturity across the organisation and support compliance with regulatory and public information obligations. - Stakeholders are supported to understand and adopt better data practices, resulting in more reliable and accessible information.
Stakeholder and Relationship Management	
- Build strong relationships across internal teams and external partners to support cross-functional initiatives. - Facilitate consensus, manage expectations, and contribute to change readiness and adoption.	- Productive and trusted relationships are built with internal teams and external partners, supporting collaboration across departments and projects. - Stakeholder expectations are proactively managed, and consensus is achieved on key decisions and priorities. - Communication is clear, inclusive, and supports change readiness and adoption of new processes or systems. - Stakeholders feel informed, engaged, and supported throughout project and change initiatives.
Innovation and Continuous Improvement	
- Contribute to the exploration of emerging technologies, data tools, and digital solutions. - Evaluate and prototype concepts to improve public access to information and enable smarter, data-driven decision-making.	- Emerging technologies, tools, and digital solutions are actively explored and evaluated for relevance to Council priorities. - Prototypes or proof-of-concept initiatives are developed to test ideas and demonstrate value. - Innovations lead to improved access to information, enhanced user experience, or more informed decision-making. - Your contributions help foster a culture of curiosity, adaptability, and continuous improvement across the organisation.
Corporate Contribution	
- Maintain own professional development. - Undertake Performance Development tasks/responsibilities. - Undertake Health and Safety tasks/responsibilities. - Participate in emergency management training and activities as required. - Participate and contribute to corporate projects and inter-departmental initiatives as agreed. - Maintain Council plant and equipment. - Fulfil administration-reporting requirements (e.g. timesheets, vouchers, reporting).	- Appropriate training and development undertaken as agreed. - Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. - Contribution to projects and corporate initiatives is effective and valued. - Administration requirements are completed timely and accurately.

PERSON SPECIFICATION

Essential:

- Undergraduate qualification in business/commerce, information systems/information management, or a related field, or equivalent industry experience.
- Minimum 5 years' experience in a business analysis, systems analysis, or digital transformation role.
- Professional certification in Business Analysis or Lean Six Sigma.
- Advanced understanding of modern development approaches.
- Demonstrated ability to lead or contribute to business-led system and process improvement projects.
- Strong facilitation and communication skills with the ability to engage across technical and non-technical audiences.
- Proficient in business analysis techniques including requirements elicitation, stakeholder analysis, and process modelling.
- Highly organised, self-motivated, and capable of working independently or in collaborative project teams.

Desirable:

- Post Graduate Education in Business Analysis or Process Reengineering.
- Experience working within the public sector, preferably regional or local government.
- Knowledge of information architecture, enterprise data governance, or information lifecycle practices.
- Familiarity with Microsoft Power Platform, SharePoint, SQL, ArcGIS, or other relevant data and information systems.
- Able to leverage cloud platform capability for business outcomes.
- Understanding of AI, automation, or emerging technologies in service delivery.

Knowledge/Experience

- At least 2–3 years of experience in an information service, business analysis, process reengineering or a related role.
- Hands-on experience in process reengineering, business analysis or using DMAIC.
- Familiarity with Lean Six Sigma, including root cause analysis, process optimisation, data and interpretation.
- Strong communication and interpersonal skills to liaise effectively with users, technical teams, and stakeholders.

KEY JOB COMPETENCIES

Expert Knowledge

- Business process analysis, process mapping and business process improvement methodologies.
- Requirements elicitation, stakeholder analysis, user stories, use cases and functional documentation.
- Information management, data governance, data quality and information lifecycle management.
- Digital transformation practices, service design and customer-centred approaches.
- Change management, business readiness and benefits realisation.
- Agile and traditional project delivery methodologies.
- Information systems, systems integration and cloud-based platforms.
- Business case development, reporting, data analysis and visualisation.
- Risk management principles and practices.
- Organisational information security and data stewardship frameworks.
- Procurement and vendor engagement relating to digital services and technology solutions.
- New Zealand public sector information and privacy legislation, including the Privacy Act and Public Records Act.
- Emerging technologies, including artificial intelligence, automation and digital innovation.
- Local government operating environments, legislative frameworks and regulatory obligations.

Skills and Attributes

- Strong analytical, critical thinking and problem-solving abilities.
- Excellent stakeholder engagement, facilitation and relationship management skills.
- Ability to communicate complex information effectively to both technical and non-technical audiences.
- Strong written communication skills, including the preparation of reports, business cases and recommendations.
- Ability to identify opportunities for process simplification, standardisation and continuous improvement.
- Ability to analyse information, identify root causes and translate business needs into practical solutions.
- Strong planning, organisation and prioritisation skills, with the ability to manage competing demands and deliver agreed outcomes.
- Ability to support initiatives through design, testing, implementation, change adoption and transition to business-as-usual operations.
- Demonstrates initiative, sound judgement and personal accountability.
- Collaborative and able to work effectively across teams, business groups and technical specialists.
- Adaptable, resilient and able to respond positively to changing priorities and organisational needs.
- Curious and open to new ideas, technologies and ways of working.
- Demonstrates integrity, professionalism and confidentiality.
- Customer-focused and committed to achieving positive business outcomes.
- Committed to continuous learning, improvement and professional development.
- Values diversity of thought and respects cultural perspectives and organisational values.
- Committed to health, safety and wellbeing in the workplace.

KEY COMPETENCIES FOR PERFORMANCE DEVELOPMENT

Customer Focus

- Commitment to meeting the needs of anyone they work for and with including colleagues.

Job Knowledge

- Have the knowledge and skills to perform the requirements of the position.

Communication

- Use written and verbal language and style appropriate to the audience and context.

Teamwork

- Work constructively with people as a team member to achieve a common goal.

Dependability and Commitment

- Reliable and dedicated to achieving results.

Continuous Improvement

- Adjusts to change and different perspectives, thinks proactively, pursues opportunities, and take appropriate action.

Organising for Results

- Ensures work is completed effectively and within agreed deadlines.

PERSONAL ATTRIBUTES

- Demonstrates initiative, accountability and a strong sense of ownership.
- Maintains a positive and constructive approach when working through challenges and change.
- Is adaptable and comfortable operating in environments with evolving priorities and ambiguity.
- Builds trust and credibility through professionalism, integrity and sound judgement.
- Works collaboratively and respectfully with people from diverse backgrounds and disciplines.
- Shows resilience and perseverance when managing competing demands and complex issues.
- Demonstrates curiosity and an openness to new perspectives, ideas and ways of working.
- Exercises discretion and maintains confidentiality when handling sensitive information.
- Takes a pragmatic and balanced approach to decision-making.
- Demonstrates a commitment to organisational values, public service and community outcomes.
- Values learning, self-development and continuous personal growth.
- Displays enthusiasm for enabling positive business change and supporting organisational success.

OTHER REQUIREMENTS

Be prepared to:

- Occasionally work outside of normal business hours.
- Undertake activities, as directed, as part of Horizons Regional Council's response to flood events, environmental incidents, and emergency response.
- Maintain a proactive approach to Health and Safety in relation to your responsibilities and ensure legislative responsibilities and codes of practice are complied with.

DECLARATION

This position description is prepared on the basis of existing and foreseen duties and responsibilities. As such it will not prejudice further specification and/or rearrangement at a later date. Also it will not prejudice a particular incumbent's ability to achieve personal development through a change (or partial change) in duties and/or position.

NGĀ UARA O NGĀ PAE | HORIZONS VALUES



Manaakitanga | We care for our places and make a positive difference

We care for our communities and the region's environments. We care for current and future generations.

He kura te tangata | We treasure our people

We look after each other, we uphold each other's mana; we use our different skills to support one another.

Mā rau ringa e tutuki ai | We succeed together

We strengthen our partnerships by collaborating with each other and our communities. We share information, knowledge and experiences because doing things together, works best. We listen to understand each other.

Kia Mau Ki Te Tokanga Nui a Noho

Approved: _____ (Manager) Date: ____/____/____

Read and Understood: _____ (Incumbent) Date: ____/____/____