APPENDIX ONE:
Job Description

POSITION TITLE:	Business Analyst
LOCATION:	Tauranga
PEOPLE LEADER:	Lead Business Analyst
TEAM:	Digital Business

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

Digital Business supports Craigs' strategic vision through delivery of the technology roadmap. As a Business Analyst in the Digital Business team, you will play a pivotal role in the design and delivery of the digital projects and initiatives. Reporting to a Lead Business Analyst, this position is responsible for collaborating with Craigs Digital Business stakeholders and Vendors to design and deliver solutions that will meet strategic business objectives. The Business Analyst works collaboratively through all phases of the project lifecycle from business case, gathering requirements, high level solution design, process modelling, use cases, specifications, configuration, and support of SIT and UAT to implement solutions that contribute to Craigs meeting its strategic objectives.

WHAT I DO

1. **Stakeholder Engagement and Collaboration:** Engage with stakeholders across the organisation to foster a highly collaborative approach to project delivery. Build and maintain strong working relationships to ensure alignment with business strategy, priorities and needs.
2. **Requirements Analysis:** Lead the end-to-end requirements lifecycle across initiatives. Elicit, analyse, and validate business and system requirements using structured techniques (e.g., workshops, interviews, process analysis). Document functional and non-functional requirements follow CIP standard ways of working ensuring clarity, completeness, and alignment to business objectives and regulatory requirements. Maintain traceability from requirements through gap analysis, solution design, delivery, and testing, and actively manage changes to requirements over the project lifecycle.
3. **Solution Design:** Contribute to solution design in collaboration with Solution Architects and Vendors. Evaluate options, identify impacts, and ensure proposed solutions meet business needs, align to target architecture, and support strategic objectives and ensure fit-for-purpose outcomes.
4. **Business Process Design:** Lead the design of business processes that align with the target operational model and adhere to the project's design principles. Ensure that process changes promote optimal utilization of technology and enhance overall business performance.
5. **Decision Support and Problem Solving:** Structure complex problems, analyse impacts, and present clear options and recommendations to stakeholders. Support informed decision-making by providing insights into trade-offs, risks, and dependencies.

Use Cases and Specifications: Write clear and comprehensive use cases, specifications and test scenarios that serve as guidelines for the development, configuration and testing of technology solutions. Translate business requirements into actionable deliverables for the development and test teams.

6. **Product Design Artifact Review:** Facilitate the review of product design artifacts from internal parties and Vendors to ensure accuracy, completeness, and alignment with business objectives**.** Collaborate with cross-functional teams to address feedback and make necessary adjustments.
7. **Configuration of Technology Solutions:** Ensure technology solutions provided by internal delivery and vendors are configured to meet business requirements.
8. **Application and External Party Integrations:** Assist in the design and delivery of integrations between internal applications and external parties to enable seamless data exchange and process flow. Ensure that integrations are secure, efficient, and compliant with relevant standards.
9. **Testing and Delivery Support:** Develop clear and comprehensive specifications, user stories, acceptance criteria, and test scenarios. Support configuration and delivery by ensuring requirements are well understood and correctly implemented. Collaborate in SIT and UAT phases to validate that solutions meet business needs and are ready for production.
10. **Change Support and Adoption:** Support the successful implementation of change by ensuring stakeholders understand impacts, processes, and solutions. Contribute to readiness activities, including UAT coordination, stakeholder communication, and clarification of roles and responsibilities.
11. **Continuous Improvement and Best Practice:** Contribute to the evolution of business analysis practices, tools, and standards within CIP. Promote consistency, quality, and efficiency in analysis approaches, and incorporate industry best practices into delivery.

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations and CIP procedures and policies.
- Provide general administrative support across the project.
- Maintain a high level of competence with CIP systems.
- Maintain the core competencies as set down by the firm.
- Complete all Company educational requirements as required for the role as set by the Company.
- Act professionally, ethically and work co-operatively and constructively within the framework of the company structure.
- Any other tasks as requested by your manager.
- Demonstrate the Craigs' values every day and encourage, support, and enable colleagues to do so also.

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

- The NZX Participant Rules can be found electronically at the following address -
- **https://www.nzx.com/regulation/nzx-rules-guidance/participant-guidance**

CIP policies can be found on the Staff Intranet

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WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

WHAT I BRING

Qualifications	• Relevant tertiary qualification in either Business Administration, Information Technology, or related field. • Business analysis qualification such as IIBA CCBA or CBAP (desirable) • Relevant work experience in Financial Services specifically wealth management, custody including cash management, accounting or finance.
Knowledge/Experience	• 5+ years' experience delivering complex multifaceted business change • Experience working across multiple projects with complex dependencies • Financial Services Industry knowledge (highly desirable)
Key Skills and Attributes	• Demonstrate the Craigs' values every day and encourage, support and enable your colleagues to do so also • Strong analytical and problem-solving skills • Excellent verbal and written communication skills • Naturally curious with high level of accuracy and attention to detail • Good understanding of agile methodologies, tools and ways of working. • Excellent time management and organisational skills • Proactive with ability to work independently and prioritise time effectively • Ability to build strong relationships with team members and stakeholders • Honest & trustworthy, in keeping with CIP values.

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