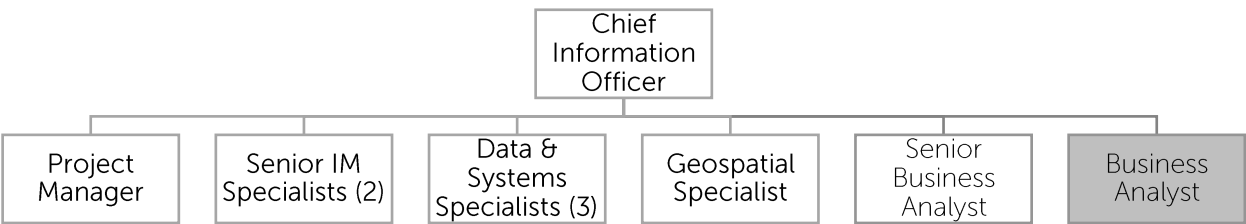# JOB DESCRIPTION

Job Title: Business Analyst
Work Unit: Information Management Team
Responsible to: Chief Information Officer

Position purpose: The Business Analyst plays a key role in supporting the delivery of the Council's Information Management 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: $88,849 (85%) - $104,528 (100%) (indicative range for 2025/26)

Date: June 2025

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 Mgmt. Investigation & Design ▪ Area River Engineers ▪ Finance ▪ Rates ▪ Information Technology ▪ Comms

KEY RESULT AREAS

Accountabilities	Success Measures
Business Process and Requirement Analysis	
▪ Collaborate with stakeholders to understand business needs and process gaps. ▪ Analyse and document current and future state processes, functional requirements, and data flows. ▪ Provide insight-driven recommendations to improve efficiency, service delivery, and system 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, requirements, and data flows are accurate, complete, and aligned with organisational goals. ▪ Recommendations lead to measurable improvements in efficiency, service delivery, or system performance. ▪ 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 IM Programme priorities and are delivered within agreed timeframes, scope, and quality expectations. ▪ Business needs are accurately translated into system requirements, resulting in effective solutions that meet user and organisational needs. ▪ Implementation is supported through clear documentation, structured testing, and practical change management.

24 hour freephone 0508 800 800
fax 06 952 2929 | **email** help@horizons.govt.nz
Private Bag 11025, Manawatu Mail Centre, Palmerston North

horizons.govt.nz

	Project records, decisions, and outcomes are well maintained, enabling transparency, traceability, and continuous improvement.

Data and Information Management

- Assess data structures, standards, and quality to support consistent data governance practices. - Identify opportunities for improving data accessibility, integration, and lifecycle management. - Provide advice and analysis to enhance organisational data maturity and support regulatory and public transparency goals.	- Data structures, quality, and standards are assessed and aligned with organisational data governance frameworks. - 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.

Organisational Contribution

- Maintain own professional development. - Undertake Performance Development tasks/responsibilities.	You actively participate in corporate initiatives, including emergency management, health and safety, and professional development activities.

24 hour freephone 0508 800 800
fax 06 952 2929 | **email** help@horizons.govt.nz
Private Bag 11025, Manawatu Mail Centre, Palmerston North

horizons.govt.nz

▪ Undertake Health and Safety tasks/responsibilities. ▪ Participate in HRC activities such as emergency response, health and safety, and professional development. ▪ Contribute to cross-functional initiatives and foster a culture of collaboration, learning, and improvement. ▪ Fulfil administration-reporting requirements (e.g. timesheets, vouchers, reporting).	▪ Your contributions to cross-functional projects support broader organisational goals and strategic priorities. ▪ You demonstrate a commitment to collaboration, continuous learning, and a positive workplace culture. ▪ Your engagement reflects Council values and enhances team cohesion, resilience, and service delivery. ▪ 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 Data Architecture
▪ Advanced understanding of modern development architectures and 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 Data Architecture.
▪ 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

▪ Strong working knowledge of business process improvement and systems integration practices.
▪ Proven experience analysing complex datasets and presenting insights that inform decision-making.
▪ Sound understanding of data governance, quality assurance, and information management.
▪ Awareness of New Zealand legislative and policy frameworks related to data, privacy, and records (e.g. Public Records Act, Privacy Act).
▪ Experience developing business cases, supporting change initiatives, and contributing to post-implementation reviews.
▪ Ability to manage competing priorities, work across organisational boundaries, and build consensus around solutions.

KEY JOB COMPETENCIES

Expert Knowledge

▪ Business process modelling and requirements analysis.
▪ Documentation of user stories, use cases, and functional specifications.

24 hour freephone 0508 800 800
fax 06 952 2929 | **email** help@horizons.govt.nz
Private Bag 11025, Manawatu Mail Centre, Palmerston North

horizons.govt.nz

- Stakeholder engagement and facilitation techniques.
- Information systems and data lifecycle understanding.
- Analytical thinking and problem solving.
- Verbal and written communication for technical and non-technical audiences.
- Tools and techniques for process improvement and solution scoping.
- Project participation from concept to delivery (including testing and implementation).

Advanced Knowledge

- Data governance principles and data quality assurance.
- Information management frameworks and digital transformation practices.
- Service design or user-centric analysis approaches.
- Agile and traditional project delivery methodologies.
- Report writing, visualisation, and business case development.
- Data integration across business functions and systems.
- Relationship and change management in complex environments.
- Public data accessibility, open data standards, and digital inclusion principles.

Working Knowledge

- New Zealand privacy, records, and public sector information legislation (e.g. Privacy Act, Public Records Act).
- ICT systems and cloud-based platforms (e.g. Microsoft 365, Power Platform, SQL, ArcGIS).
- Risk management and benefits realisation.
- Collaboration tools.
- Procurement or vendor engagement for systems or digital services.
- Organisational frameworks for data stewardship or information security.
- Health and Safety.
- Cultural perspectives.

Awareness

- Resource Management Act and Local Government Act.
- Enterprise architecture and information architecture concepts.
- Māori data sovereignty and cultural perspectives in data handling.
- Environmental and regulatory policy frameworks relevant to regional councils.
- AI, automation, and emerging technologies in the public sector.
- National digital and data strategies impacting regional/local councils.

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

24 hour freephone 0508 800 800
fax 06 952 2929 | **email** help@horizons.govt.nz
Private Bag 11025, Manawatu Mail Centre, Palmerston North

horizons.govt.nz

- 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

- Analytical and detail-focused, with the ability to see both the big picture and operational detail.
- Curious and solutions-oriented, with a strong drive for continuous improvement.
- Adaptable and comfortable navigating ambiguity and change.
- Proactive and self-motivated, with the ability to work independently or collaboratively.
- Empathetic and skilled in building trust and rapport with diverse stakeholders.
- Strong organisational skills and able to manage competing priorities effectively.
- Resilient under pressure and committed to delivering quality outcomes.
- Open-minded and receptive to feedback, with a commitment to learning and development.
- Creative thinker who is willing to challenge assumptions and explore new approaches.
- Professional, ethical, and aligned with the values of public service and community impact.

OTHER REQUIREMENTS

Be prepared to:
- Occasionally work outside of normal business hours.
- Occasional overnight stays away from home.
- 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.

24 hour freephone 0508 800 800
fax 06 952 2929 | **email** help@horizons.govt.nz
Private Bag 11025, Manawatu Mail Centre, Palmerston North

horizons.govt.nz

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: ___/___/___

24 hour freephone 0508 800 800
fax 06 952 2929 | **email** help@horizons.govt.nz
Private Bag 11025, Manawatu Mail Centre, Palmerston North

horizons.govt.nz