



### Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

### #arohatōmahi

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

### Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

### Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana - leaving a legacy which future generations will embrace.

## Details

JOB TITLE	Business Analyst
REPORTS TO	Digital Delivery Team Lead
GROUP	Capability and Transformation
DIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Nil
WARRANTS REQUIRED	Nil
GRADE	16

## Purpose

The Business Analyst works collaboratively with multiple stakeholders across the Organisation to identify, define, and analyse problems, and to propose solutions that align with Council's digital strategy.

The role supports informed decision-making by conducting strategic analysis to uncover root causes, assess needs, and provide clear insights that guide business improvements and change initiatives.

Selecting the most appropriate problem-solving analysis technique for the business challenge or opportunity presented will be this role's responsibility, requiring a solid understanding of both business processes and analytical methodologies, alongside strong engagement and communication skills to work effectively with internal customers and project teams.

The responsibilities outlined below emphasise both the technical and collaborative aspects of the role, reflecting the role's purpose to support informed decision-making and effective digital project execution.



## Key Responsibility and Expected Outcomes

### *Problem Identification and Solution Definition*

- Identify and define complex business problems through detailed analysis and engage with stakeholders to clarify requirements.
- Propose solutions that align with the organisation's digital strategy, balancing business needs with technical feasibility).
- Apply and adapt relevant problem-solving and analysis techniques, selecting those that best suit the business problem and project context.
- Document business requirements, functional specifications, and process flows related to this role and its tasks in a clear and concise manner.

### *Strategic Analysis and Decision Support*

- Conduct strategic, root cause, and cost-benefit analyses on business challenges to provide stakeholders and project teams with actionable insights and options to support informed decision-making and project prioritisation.
- Maintain and enhance the Business Analysis Framework and Methodology, ensuring that best practices and industry standards are applied consistently.
- Conduct risk assessments related to business solutions, considering potential impacts on existing processes and systems

### *Support for Digital Transformation and Strategy Alignment*

- Assist in aligning projects with Council's digital strategy by ensuring that proposed solutions are strategic and contribute to digital transformation goals.
- Identify opportunities for process improvements or digital enhancements that can drive efficiencies or enhance service delivery.
- Stay updated on industry trends, analysis tools, and techniques, incorporating new methods as appropriate.
- Provide guidance and support to team members and other stakeholders on best practices in business analysis.

### *Relationship Management*

- Work closely with various stakeholders across the organisation to identify business needs, understand challenges, and gather requirements for digital projects and BI development.
- Facilitate workshops and meetings to ensure alignment on goals, scope, and desired outcomes.
- Communicate findings, recommendations, and progress updates effectively to stakeholders and project teams.

### *Health Safety & Wellbeing*

- Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

### *Council Contribution*

- Actively contribute to the Capability and Transformation Group by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.

## CAPABILITY & COMPETENCIES REQUIRED

### **SKILLS, KNOWLEDGE & EXPERIENCE**

- Minimum three years' experience in business analysis, process mapping, requirements analysis, business process re-engineering, data analysis, and complex Business Intelligence (BI) development (SSMS and Power BI), as well as project coordination or management.
- Experience managing multiple parties including Project Managers and third-party vendors on high profile and innovative solutions.) Demonstrated success (role specific)



- Tertiary Degree or Diploma or certification in a relevant discipline or equivalent experience.
- Experienced user of a range of business applications, such as Process Mapping Software, Office365, and SQL Server Management Studio to manage requirements, stakeholder interactions, planning, process mapping, and analysis.
- Demonstrable experience working with major corporate enterprise systems (EDRMS, ERP, Asset Management etc.).
- Proven ability to work in detail and at a high level, with a range of stakeholders, both technical and non-technical.
- Superb planning, organisation, and time management skills.
- Proven ability of accurate problem identification, making data-backed recommendations, and seeing solutions through.
- Confident in constructively questioning ideas, offering alternative perspectives, and guiding stakeholders toward well-informed decisions.

---

### *Drives Community Outcomes*

Delivers impactful outcomes for the community by providing exceptional service, fostering meaningful Iwi relationships, integrating Te Reo Māori and tikanga, and continuously improving efficiency within the Horowhenua District Council landscape.

---

### *Delivery Focused*

Delivers high-quality work with integrity, accountability, and efficiency, following through on commitments, engaging with Iwi where appropriate, and using digital tools effectively to achieve meaningful community outcomes.

---

### *Mana Enhancing*

Builds trust by placing people at the heart of decisions, embracing diverse cultures, upholding high standards of professionalism, nurturing personal growth and self-care, and protecting the mana and integrity of relationships.

---

### *Connected*

Builds strong, trust-based relationships across teams and the community through clear communication, collaboration, and cultural engagement, creating a connected and inclusive environment that drives better outcomes.

---

### *Resilient and Adaptable*

Adapts to change with curiosity and resilience, maintaining focus under pressure, seeking diverse perspectives, and persevering to deliver the best outcomes for the community.

---



## Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

