

POSITION TITLE:	Senior Business Analyst		
GROUP:	Corporate Services	SECTION:	ICT
REPORTS TO:	Team Leader Projects & Solutions		
RESPONSIBLE FOR:	n/a		
FAMILY:	TP1	GRADE:	17
DATE REVIEWED:	February 2024	JOB NUMBER:	

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing, and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do.
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety, and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

As a Senior Business Analyst, you will play a pivotal role in driving organisational excellence through comprehensive analysis, strategic insights, and leadership in Information and Communication Technology (ICT) projects. Drawing upon your extensive experience, you will lead the way in understanding business processes, identifying opportunities for improvement, and translating complex requirements into practical solutions. Your responsibilities will include conducting thorough business analysis, collaborating with cross-functional teams, and effectively communicating insights to stakeholders at all levels. This role demands not only exceptional analytical

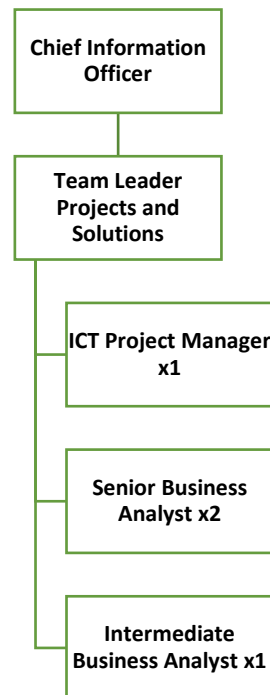
and problem-solving skills but also a proactive approach to leading and managing ICT projects to successful completion. In this role you will be responsible for delivering solutions that meet functional requirements, empowering customers to be more effective and efficient in their day-to-day work.

GROUP AND TEAM GOALS:

The ICT Team provides the following role and functions as part of the Corporate Services Group:

- Provide seamless user experiences across various platforms – on-site, remote, and mobile.
- Maintain an innovative telecommunications infrastructure, encompassing landline and mobile telephones, internet, and mobile data services.
- Innovate and sustain custom applications, software, and GIS solutions.
- Offer dynamic ICT services, including Project Management, Business Analysis, Reporting, Product Enhancement, Development, Vendor Management, and Contract Management.
- Manage information services, embracing modern approaches to records, library, and mailroom functions.
- Ensure the reliability and support of a progressive technology infrastructure.
- Drive and oversee organization-wide ICT projects to successful completion.
- Contribute actively to the success of region-wide Shared Service initiatives.
- Elevate ICT customer service to top-tier standards.
- Engage in national and regional initiatives, focusing on data sharing, collaborative vendor management, cloud computing, standardization, and interoperability.
- Optimize outsourced and managed services for cost-effectiveness and maximum value.

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITIES

Comprehensive Business Analysis:

- Conduct in-depth analysis of business processes, requirements, and objectives to identify opportunities for improvement.
- Collaborate with stakeholders to elicit and define clear and concise business requirements ensuring alignment with organisational goals and strategies.

- Cultivate strong relationships with stakeholders at all levels of the organisation to understand their needs and expectations.
- Facilitate workshops and meetings to gather insights and promote collaborative problem-solving.
- Actively work to resolve complex issues and conflicts of strategy between different streams arising through process design.

Project Management:

- Take a lead role in planning, executing, and closing complex projects, ensuring adherence to timelines and budget constraints.
- Utilise project management methodologies to facilitate successful project delivery.

Solution Development:

- Formulate and present innovative solutions that address business needs and enhance organisational effectiveness.
- Collaborate with technical teams to translate business requirements into practical and effective solutions.
- Design and develop business and process workflows for nominated streams.
- Co-ordinate and manage configuration activities through to successful completion.

Change Management:

- Assess the impact of proposed changes on organisational processes and systems.
- Develop and implement change management strategies to ensure seamless transitions and user adoption.

Integration and Testing:

- Create integration functional design and integrate solutions.
- Undertake unit and functional testing of the solution.
- Co-ordinate and manage User Testing, including test script management and issue and defect management.

User Training and Documentation:

- Create and develop user documentation, including user guides and training material.
- Provide user training in the solution as required.

Collaboration and Leadership:

- Attend workshops and meetings as required.
- Ensure the achievement of a cohesive solution across all streams through collaboration with other team members.
- Provide technical and process guidance and leadership to other team members.

FUNCTIONAL RELATIONSHIPS

Internal

- HBRC Leaders
- ICT section
- Executive Team
- Team members
- Business Owners

External

- Consultants and contracts
- Government agencies and departments
- Local authorities
- Technical and legal professional
- Iwi and other community groups
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required.

- Relevant bachelor's degree or equivalent tertiary qualification.
- At least 5 years relevant experience in a similar role.
- Proven project and/or change management experience is preferred.
- Valid driver's licence required

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Expertise in business analysis tools and techniques such as use cases, process modelling, test plans, business case development.
- Strong understanding of project and change management principals, especially regarding ICT practices.
- Ability to analyse, articulate, document, and understand customer requirements.
- Ability to translate requirements into workflow logic and map them to technical solutions.
- Proven expertise in implementing solutions using technology such as Office 365, SQL database queries and constructs, Workflow automation, Reporting tools and GIS.
- Experience in high-level data management.
- Good analytical and evaluation skills.
- Strong time management skills, including managing and prioritising work in a professional and timely manner.
- Knowledge of financial reporting systems and requirements.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

Personal Attributes

- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name