POSITION TITLE:	Intermediate Business Analyst		
GROUP:	Corporate Services	SECTION:	ICT
REPORTS TO:	Team Leader ICT Strategic Projects		
RESPONSIBLE FOR:	N/A		
FAMILY:	TS4	GRADE:	16
DATE REVIEWED:	May 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 an Intermediate 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 experience, you will support and in some cases, lead the way in understanding business processes, identifying opportunities for improvement, and translating complex requirements into practical solutions. This is a generalist role, and you will be required to bring Business Analysis, Project Management and Change Management expertise to the position. Your responsibilities will include conducting thorough business analysis, process analysis, data analysis, collaborating with cross-functional teams, and effectively communicating insights to stakeholders at all levels. This role demands not only strong analytical and problem-solving skills but also a proactive approach to leading and managing small-medium sized ICT projects to successful completion, with stakeholder management and project governance accountabilities. In this role you will

be responsible for delivering solutions that meet functional requirements and are adopted by users, empowering customers to be more effective and efficient in their day-to-day work.

Contributing to the ICT Strategic Projects Centre of Excellence, with a Business Analysis, Project Management, Change Management focus, is a fundamental component of the Senior Business Analyst role, ensuring the team is equipped with a solid foundation for success.You will also be a key driver of continuous improvement initiatives, utilising skills, knowledge and experience in both change and project management to liaise with customers and ensure solutions are implemented appropriately and that ongoing system administration and support is provided to users. Expectations will be discussed regularly and will be fair and reasonable within the broad requirements of this role.

GROUP AND TEAM GOALS:

The ICT Strategic Projects team is responsible for the planning, prioritization, resourcing, budgeting and execution of strategic ICT projects, and managing this portfolio from inception to conclusion. The team also participates in the setting and definition of ICT strategy and budget, compiling inputs from a variety of stakeholders, and monitoring and reporting on delivery progress across the ICT portfolio as a whole. This requires building strong relationships across the ICT, finance and business teams to make sure that all ICT activities are being delivered to time, cost and quality expectations. The ICT Strategic Projects team owns the ICT frameworks and standards for our delivery processes and methods, ensuring alignment to the ICT operating model of the wider HBRC governance standards, and promoting continuous improvement in our ways of working. Given the broad scope of accountabilities, team members bring a suite of generalist skills to their roles, including project management, business analysis and change management.

The ICT Strategic Projects team forms part of the wider ICT Team, which provides the following role and functions as part of the Corporate Services Group:

The ICT Section provides the following roles and functions as part of the Corporate Services Group.
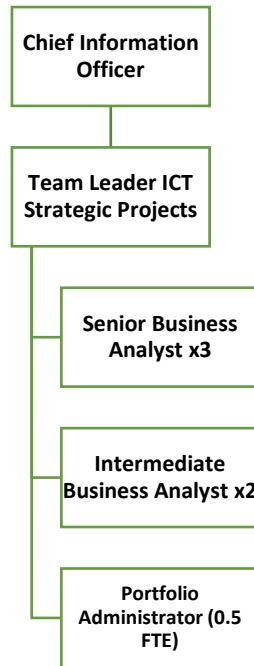Delivery, support and maintenance of:
- End user hardware and software
- Business applications
- GIS services and solutions
- Core technology infrastructure (networks, server compute and storage)
- Telecommunications and meeting technologies
- Electronic document management

ICT related professional services:
- Procurement and Supplier Management
- Business Analysis
- Service Management
- Project Management
- Change Management
- Active participation and contribution to the long-term success of ICT Shared Service initiatives within the region, and across the Regional Council sector.

ORGANISATIONAL CONTEXT

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                    Chief Information
                        Officer

                    Team Leader ICT
                    Strategic Projects

                        Senior Business
                         Analyst x3

                        Intermediate
                     Business Analyst x2

                         Portfolio
                     Administrator (0.5
                            FTE)
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JOB SPECIFIC ACCOUNTABILITES

Comprehensive Business Analysis:
- Conduct in-depth analysis of business processes, data, business and system requirements and objectives to identify areas for improvement, to articulate project scope, and identify issues
- Project requirements are well defined, and customer needs are effectively documented.
- Collaborate with stakeholders to elicit and define clear and concise business requirements ensuring alignment with organisational goals and strategies, define project scope and to enable fit within system constraints
- Cultivate strong relationships with stakeholders at all levels of the organisation to understand their needs and expectations.
- Plan &facilitate workshops and meetings to gather insights and promote collaborative problem-solving.
- Actively work to resolve issues and conflicts of strategy between different stakeholders, using different techniques including process design, data analysis, issue investigation.
- Build knowledge across HBRC business operations and ICT systems to provide recommendations on issues or areas for improvement.
- Provide product ownership for solutions, by developing a deep understanding of a products capabilities and roadmap, to champion its adoption as a solution for customer needs.

Project Management:
- Take a lead role in planning, executing, and closing ICT projects, ensuring adherence to timelines and budget constraints.
- Utilise project management methodologies to facilitate successful project delivery. Including:
  - Building and owning project plans
  - Building and owning project budgets
  - Building and owning project resource profiles
  - Creating project reports
  - Using project tools to manage delivery, decisions, schedules, risks and issues
- Ensure robust project governance, ensuring alignment to the wider HBRC target operating model

- Contribute to best practice guidelines and other frameworks (such as Business Analysis, Software Engineering methodologies).

Solution Development:
- 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 business integration 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 through collaboration with other team members.
- Provide technical and process guidance and leadership to other team members.
- A positive and active involvement with the ICT team.
- Support Team Lead and Senior BA on other tasks as appropriate.

FUNCTIONAL RELATIONSHIPS

Internal	External
• Group Managers	• Consultants and contracts
• Executive Team	
• Team members	

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.

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 Continuance 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, equivalent tertiary qualification
- 4-8+ years of relevant work experience
- Proven experience with Project Management and Change Management processes within an organisation.

- Proven expertise in implementing solutions using technology such as Office 365, SQL database queries and constructs, workflow automation, reporting tools and GIS.
- Valid driver's licence required

Knowledge
- Understanding of change management methodologies.
- Knowledge of project management processes.
- Comfortable with applying knowledge of Software Engineering / Business Process Modelling
- Strong time management skills, including managing and prioritising work in a professional and timely manner
- Adheres to and contributes to best practices.
- 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.
- Proficiency in MS Word, Excel, Visio, Project, PowerPoint and other database and information management systems

Personal Attributes
- Sound judgement and initiative.
- Ability to create harmony in a team.
- Willingness to take on responsibility, be accountable and be decisive.
- 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.
- Thrives on positive interpersonal relationships.
- Strong written and verbal communication skills
- Approachable and has empathy with users.
- 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.
- Collaborative work practices to build strong working relationships
- Communicating effectively to convey and interpret data/information
- Strong data analysis skills
- Excellent problem solving and analytical skills for issue resolution, management

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.

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Employee Signature   Date

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Printed Name