

POSITION DESCRIPTION

Position: Project Genesis – Senior Business Analyst

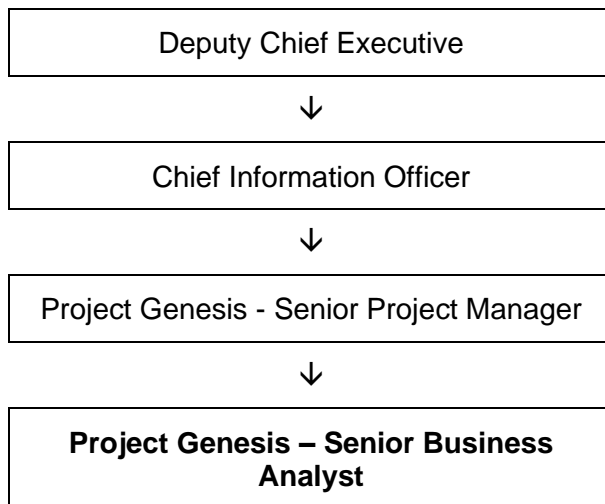
Team: Project Genesis Team

Group: Office of the Chief Executive

Responsible To: Project Genesis – Senior Project Manager

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Office of the Chief Executive Group. The Group includes Information Management & Business Transformation (IMBT), Growth & Development, Risk & Assurance, Business Continuity, Incident & Emergency Management and Content Management.

The purpose of this position is to bridge the gap between business stakeholders and technical teams by understanding and translating business needs into actionable solutions – helping to transition the council from existing configured systems to out of the box processes and systems. Ensuring that the final product meets the business outcomes and delivers value through effective communication, analysis, and process optimisation.

This role will initially support our Finance, Spatial, Property & Rating technology upgrade from on-Premises to Cloud using Technology 1. On completion of the project, this role will continue to be responsible for Technology 1 upgrades and associated change management, along with Council wide Business Analyst requirements.

This is achieved through:

- Requirements gathering (if required)
- Stakeholder communications
- Process analysis and improvement using Out of the Box processes
- Documentation
- Support development and testing
- Risk and issue management
- Technology Upgrade management
- CAB Meeting participation
- Change Management support
- Lead Test Programme for changes and releases
- Lead Technology Training post - Project Completion.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards, and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.

- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

- 1. Requirements Gathering:**
 - a. Work with stakeholders to understand and document business processes and requirements.
 - b. Conduct interviews, workshops, and discussions to gather detailed information on business needs.
 - c. Develop user stories, use cases, and functional specifications.
- 2. Stakeholder Communication:**
 - a. Act as a liaison between stakeholders, business units, and technical teams.
 - b. Ensure stakeholders are informed about project progress, changes, and risks. Working closely with the Project Change Manager.
 - c. Facilitate meetings, presentations, and demonstrations for business and technical teams.
- 3. Process Analysis and Improvement:**
 - a. Analyse existing business processes and identify opportunities for improvement.
 - b. Propose solutions and strategies to enhance digital workflows and processes.
 - c. Document a gap analysis to existing systems for “quick wins” during project.
- 4. Documentation:**
 - a. Create comprehensive documentation, including business requirement documents (BRD) if required, functional specifications, and process flow diagrams.
 - b. Maintain a clear audit trail of decisions and changes.
- 5. Support Development & Testing:**
 - a. Collaborate with design and development teams to ensure requirements are understood and implemented correctly.
 - b. Assist in creating test cases and participate in user acceptance testing (UAT).
 - c. Ensure the final product meets the business requirements and user expectations.
- 6. Training and Documentation:**
 - a. Support the develop training materials and user guides for the business users.
 - b. As needed conduct training sessions and workshops for stakeholders and end-users to ensure successful adoption of the solution.
- 7. Risk and Issue Management:**
 - a. Identify potential project risks and issues related to requirements and timelines.
 - b. Work with the project manager to develop mitigation strategies.

Post-Project:

1. Post-Implementation Support:

- a. Provide support during the initial post-launch phase, ensuring the digital solution operates as expected.
- b. Address any issues or bugs that arise after deployment.
- c. Ensure proper handover to operational teams for ongoing support.

2. CAB Meetings:

- a. Present report on trends seen from reports and of upcoming T1 changes.
- b. Review all Change Requests as they are received
- c. Agree with CAB what improvements to implement
- d. Working with Business SMEs and Technical BAs implement agreed initiatives
- e. Report back to CAB updates on continuous improvement/training initiatives.

3. T1 Release Management (SaaS)

- a. Regular review of upcoming releases and improvements
- b. Direct relationship with T1 to understand T1 Roadmap
- c. Manage AMS hours
- d. Manage Business Readiness Assessment prior to all change releases.
- e. Change Management functions as described below.

4. Change Management:

- a. Identify change impacts on any changes being made to T1 systems. This is via Approved CAB requests and T1 Release notes, BT Project Managers who will identify these from other HDC technology initiatives.
- b. Undertake a Stakeholder Analysis to identify impacted parties.
- c. Manages the communication and training of changes to impacted parties - Internal/External. This is in conjunction with the HDC Subject Matter Expert on the change.
- d. Ensures Customer Services Team are aware of any changes that may impact on how they work, or our Rate Payers.
- e. Ensure Business SME understands the changes impacting their area and is supported where needed with communicating that change to users.

5. Continuous Improvement:

- a. Gather feedback from users and stakeholders post-launch to identify potential enhancements or future developments.
- b. Monitor the performance of the digital solution and recommend improvements based on user feedback and business goals.
- c. Using information from IT Help Desk report and T1 Release Notes to provide a list to CAB of Continuous Improvement initiatives.
- d. Check ability of T1 system to perform any functions currently being done manually or where any customisation has been requested. If system can do it the Process changes not the system.

6. Lessons Learned:

- a. Document lessons learned during the project lifecycle to improve processes for future digital initiatives.
- b. Participate in post-project review sessions to discuss successes, challenges, and improvements.

Important Functional Relationships

External

- Suppliers

Internal

- HDC Staff

Committees/Groups

- Steering Group

Person Specification

Qualifications

- Bachelor's degree in business, Information Technology, Computer Science, or a related field.

Knowledge/Experience

- 5+ years of proven experience in senior business analysis roles, with a focus on digital projects.
- Proven experience working in Agile, Scrum, or other project management methodologies.
- Proven experience contributing to Change Advisory Boards.
- An understanding of Change Management Methodologies.
- 3+ years of experience supporting Change Management Teams with information needed for Change Impact Assessments, and training materials.
- Proven ability to develop and grow Business Analyst skills, knowledge and expertise of the wider team

Key Personal Competencies

- Critical thinking and problem-solving
- Attention to detail
- Stakeholder management
- Process improvement
- Adaptability and flexibility
- Team collaboration

Personal Attributes

- Strong analytical and problem-solving abilities
- Excellent verbal and written communication skills,
- Ability to translate technical concepts into business language.
- Proven ability to work effectively with cross-functional teams, including stakeholders, developers, and QA teams.