

Tūranga Mahi / Position Description:

Pūkenga Raraunga / Business Analyst

Nāu te rourou, nāku te rourou ka ora ai te iwi
With your basket of knowledge, and my basket of knowledge, all will be well

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- **Performance Orientation:** A high performer consistently delivering performance outcomes
- **Solutions Focused:** Committed to customer-centred continuous improvement
- **Teamwork:** Contributes effectively within a team providing leadership where appropriate
- **Relationships:** Well-developed interpersonal, and relationship engagement and management skills
- **Collaboration:** Works collaboratively across teams and functions within a matrix organisation
- **Accountability:** Willingly takes accountability and engage in problem solving
- **Te Ao Maori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role¹.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

¹ This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Pūkenga Raraunga - Business Analyst
RANGATIRA - REPORTS TO:	Business Solutions Lead
KĀHUI - GROUP:	Organisational Performance & Delivery
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<p>To do this kind of work you need to be great at gathering and clarifying business requirements, minimising ambiguities with stakeholders, reviewing systems and making sure that everything we do is in line with Rotorua Lakes Council policies and core objectives. You will engage with a wide range of stakeholders, gain their buy-in and effect change by acting as a trusted advisor, making sure you really understand the needs of the business and the outcomes required.</p> <p>The Business Analyst role will under general direction, conduct business and systems analysis, manage feature scope, lead application and process design changes, and generate application documentation. The Business Analyst will work directly with other business units and key stakeholders to gather requirements, and be the key technical liaison partner for the business users.</p> <p>The role requires you to be involved with all current and future business solutions and the delivery of significant business change and enhancement projects. The role will ensure that all functions are aligned to support, deliver and enable Rotorua Lakes Council's business strategy and that the Solution & Delivery team are seen as central to achieving innovation and process and service improvement across the business.</p> <p>The role involves working closely with all members of the Information Services team. The role requires gathering, planning, designing, configuring/developing, testing, deployment and support of IS Projects and change requests.</p>
NGĀ WHAKARITENGA - DELEGATIONS	<ul style="list-style-type: none"> • Direct reports - Nil • Budget responsibility - Nil
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> • Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience

<p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p>	<ul style="list-style-type: none"> • Design, develop and deliver business solutions that increase productivity, improve efficiency, and align with Council's business strategy. • Business processes across Council are developed and improved in a way that delivers efficient and effective service to internal and external customers • Processes are designed to make the most effective and efficient use of the Council's Information Systems • Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations how to resolve the problem. • Engage with senior managers throughout the business to ensure the design, development and implementation of solutions is well understood and communicated. • Proactively, identify opportunities for incremental improvement in business solutions and associated services through deep understanding of and proactive engagement with business units. • Oversee the complete applications development lifecycle, including requirements gathering, software configuration, testing, implementation, and support • Liaise with IS change management champion to ensure projects are delivered in a way that minimises any adverse impact to the business • Assist with change management, engagement and training as may be required for the project • Accountable for the refinement and continuous improvement of internal IS processes. • Change impacts, particularly with regards to other interfacing business processes, are identified and well managed • Business requirements are validated as completed prior to final delivery of solutions <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.</i></p>
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TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required</p> <ul style="list-style-type: none"> • 5+ years' experience in business analysis, business process improvement and / or managing change <p>Desirable</p> <ul style="list-style-type: none"> • A good understanding of the business process and activities Council is involved in
<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Demonstrates commercial acumen and understanding of business and customer drivers • Ability to facilitate group discussions to identify underlying issues, generate solutions and gain buy-in • Ability to work collaboratively in a team to get things done. • Excellent analytical, conceptual, and problem-solving abilities • A high degree of collaborative engagement across the company will be essential for success in this role.

**NGĀ UARATANGA -
VALUES:**

**Tatou Tatou – We Together
Kotahi Tatou – One Community – One Team**

WHY WE DO IT.....

We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others

HOW WE DO IT.....

We do this by working in partnership, making it simple and solutions focused

WHAT WE DO.....

We provide quality services for our community and people to prosper

OUR CORE VALUES – PEOPLE FIRST

RESPECTFUL: Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate

HELPFUL: Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding

ENGAGING: Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive

INSPIRING: Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised

INNOVATIVE: Find solutions, Progressive, Continuous improvement, Empowered

BICULTURAL: Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences