
ROLE:	Business Analyst
REPORTS TO:	PMO Manager
TENURE:	Contract
LOCATION:	Wellington

About Te Tumu Paeroa

Te Tumu Paeroa is an independent organisation supporting Māori land owners to protect and enhance their land – for now and generations to come. We work with land owners, trustees and the Māori Land Court. We look out for what’s best for the people, the land and the future.

Role Purpose

Te Tumu Paeroa are currently reviewing their core processes with the goal of systematically improving core trustee processes. The desired result is to offer enhanced products and services to owners and to increase operational efficiency.

Key Accountabilities

Business Processes

- Identify and understand the current state business processes for business units within Te Tumu Paeroa
- Help to define the future state business processes for Te Tumu Paeroa
- Understand Te Tumu Paeroa IT systems including CRM, NAV and SharePoint integration points
- Understand the needs of the business
- Help the business users envisage the future and how their work will need to change to support the future
- Create CRM dashboards, system views and system charts relevant to the business processes and KPIs.

Requirement Gathering

- Assist stakeholders in prioritising requirements and facilitate the negotiation of requirements amongst multiple stakeholders
- Document both business and system requirements that address the business/customer need using agreed templates.
- Act as a liaison between end-users and the vendor when clarifications to requirements are required. Ensure that any clarifications are updated in the agreed templates and followed the agreed approval process.

Change Control

- Assist in managing scope of requirements and de-scoping to fit time/budget constraints if required. Ensure that there is buy and approval for any scope changes with the business

-
- Assist in ensuring Organisational Change is managed with the implementation of any new requirements. Ensure business users understand the future state of the system and are comfortable using the system once change is rolled out
 - Ensure that the system administrator is on board with all changes and given adequate handover to support any changes prior to go-live.

Testing

- Review test cases to ensure they reflect requirements
- Assist with setting up test data and test scenario identification prior to UAT as required
- Assist with testing and clarifying requirements during UAT.

Training

- Train staff in using systems following agreed business processes
- Create training material for any changes to the system prior to change being rolled out
- Train staff in using the systems prior to change being rolled out.

Projects

- Provide the PMO Manager or appointed Project Manager with Project support, including:
 - The administration and maintenance of project controls, such as risks, issues, dependencies, and change control registers following the agreed PMO processes and using the PMO templates
 - Liaising with stakeholders and third parties to coordinate meetings and workshops
 - Assisting in ensuring all projects have resources allocated effectively

Organisational Obligations

- Comply with Te Tumu Paeroa policies and procedures
- Follow and promote all Health and Safety practices and instructions

Internal Relationships

- PMO Manager
- IT Manager
- Systems Administrators and Analyst
- Project Managers
- All business units within Te Tumu Paeroa and associated business users

External Relationships

- Software vendors and suppliers
- Service providers

Person Specification

Skills, Knowledge and Experience:

- Experience working with different IT frameworks and methodologies
- Experience working with integrated IT systems
- Outstanding communication skills including clear and confident verbal skills

-
- Strong workshop facilitation skills and the ability to negotiate and help business users agree to compromise
 - Exceptional written skills with experience writing for a variety of audiences
 - A proven experience documenting future state business processes and defining requirements in the form of flowcharts and work requests for vendors
 - Strong analytical and problem solving skills
 - CRM, NAV and SharePoint knowledge
 - A can-do attitude
 - Experience in risk and issue management, as well as exposure to financial management
 - Proficient in minute taking, planning meetings and collating papers
 - Exposure to supporting, guiding and training others in software systems and techniques
 - Proficient in the use of Visio
 - Undergraduate degree or relevant higher education qualification preferred
 - An affinity for Māori tikanga and Te Reo

Core Competencies

Customer Focus

- Puts customer first and delivers what customers want (without compromising own organisation systems)
- Models and encourages excellent customer service and considers customers in all business development planning
- Seeks inputs from customers to ascertain their needs
- Sets clear expectations with customers and stakeholders and manages or exceeds those expectations
- Addresses and resolves promptly any customer queries or concerns.

Relationship Management

- Develops relationships within and outside organisation working with and through people to achieve outcomes.

Teamwork / Interpersonal Skills

- Builds and sustains relationships through respect for individuals, open communication, and displaying sensitivity towards people
- Demonstrates an approach to working with and through others that shows a willingness and drive to embrace a culture of collaboration and ownership
- Works comfortably at all levels (internal and external).

Quality and Results Focus

- Is detail conscious and continuously strives for greater levels of effectiveness, efficiency, and minimisation of risk
- Sets goals, predicts and overcomes barriers to achievement
- Maintains focus on priorities

-
- Demonstrates initiative (i.e. takes action before being asked, makes suggestions on how to improve things at work, attempts to resolve problems in the first instance without referral to others)
 - Demonstrates energy, determination, tenacity and persistence to achieve outcomes
 - Shows a commitment to continuous learning and development - thus improving capabilities for the organisation.

Higher-level Thinking and Judgement

- Sees the bigger picture / patterns and connections
- Is perceptive and insightful – comfortable in a new environment and understands it very quickly
- Anticipates and identifies consequences of actions and obstacles - makes sound decisions based on thorough analysis.

Integrity and Accountability

- Maintains a high standard of ethical practice, remaining fair, honest, reliable and trustworthy in dealings with all people
- Demonstrates loyalty to Māori Trustee's vision and values through own business practices
- Portrays a professional image to customers (internal and external) and actively supports Māori Trustee initiatives
- Takes responsibility for own actions, does not make excuses.