

Position Description

Position Title - Ingoa Tūranga

Business Analyst (401223)

Group - Puni

People and Operations Group (P&O)

Division - Tānga

Enterprise Connections Division (ECD)

Reports to - Menetia

Business Process Manager (401154)

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi/te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The purpose of this position is to support the Ministry's Business Process Management team by providing early-stage problem solving and scoping support—clarifying business needs and recommending fit-for-purpose solutions. The role also contributes to business-as-usual operations by maintaining and improving published business processes, policies, and supporting content. Where appropriate, the position may act as a Business Analyst for small initiatives that do not require dedicated BA support.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Role Specific

- Undertake problem analysis and definition of solution success criteria in support of support project benefits realisation.
- Elicit and document high level business requirements as input to the project assessment and definition.
- Facilitate project initiation workshops as input to the project assessment and definition by brokering agreement on requirements with keystakeholders including Business Owners and Project Sponsors.
- Provide structured analysis to enable full requirements traceability
- Elicit and document detailed business requirements as input to the solution analysis and selection (across functional and non-functional specifications, workflow, current and future state models, domain and business models and business processes).
- Work with the project members, stakeholders & vendors to analyse the high level solution options, project approach, schedule and provide costing estimates for governance approval.
- Facilitate resource allocation and scheduling for investigation phase
- Contribute to the commercial procurement process in support of solution selection (RFI, RFP & Evaluation artefacts)
- Undertake business change and process change impact analysis.
- Perform Privacy Impact and Public Record Responsibility assessments for certification by Corporate Legal and Records Management units.
- Contribute to the delivery of GCTO Cloud Risk assessment and the Information Security Risk assessments, for certification by Information Risk and Security unit and the Corporate Security Division.
- Draft Business Cases by ensuring collaboration with all stakeholders and inclusion from relevant parties. In consultation with the assigned project manager, forecast the project delivery approach, timeline and cost model for the Business Case.
- Undertake project delivery responsibilities as directed by the project manager.
- Identify technical dependencies across multiple portfolios.
- Develop User training documentation, training courses and User Guides.
- Peer review of analysis documentation
- Contribute to the processes, tools and templates to ensure efficiency and effectiveness of the business analysis capability within the Ministry is continually improved.

Leadership

- Contribute to the division's delivery of its planned and agreed activity stream to realise its strategic priorities and high-level outcomes.
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work.
- Buddy new members of the team supporting a culture of learning and sharing of experiences.

Relationship Management

- Develop and maintain key relationships both internally and externally in order to advance the division's objectives.

Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Business Analyst will have the following experience, skills and knowledge:

Qualifications

- A tertiary qualification in Information Technology and/or Business Analysis or equivalent level of experience working in an analyst role.

Skills

- Ability to convey complex information logically and concisely in both written and oral forms.
- Ability to research and analyse issues and develop appropriate recommendations.
- Knowledge of computer and/or communications security issues and standards.
- Ability to communicate requirements from a business perspective.
- Excellent interpersonal and communication skills, both written and verbal.
- Track record of creating practical solutions to complex and ambiguous problems.
- Ability to build, maintain and leverage relationships with key internal and external contacts.
- Demonstrated initiative and innovation.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated and directed.
- Strong qualitative and quantitative analytical, evaluative and problem-solving abilities.
- Excellent time management skills with the proven ability to effectively prioritise and execute tasks in a high-pressure environment.
- Strong planning and organising skills.
- Commitment to continuous improvement with the ability to implement and champion organisational change.
- Ability to work effectively with a diverse group of people from a range of cultures and backgrounds. Ability to work with and communicate well across all sectors.
- Demonstrates a high level of integrity and discretion with a strong ethical approach.
- Ability to work effectively with colleagues within the project team.
- Good judgment and decision making skills.
- Cost estimation and financial knowledge
- Strong Commercial/Procurement engagement to ensure business delivery options are clear and credible, as well as being compliant with government policy.
- Operate and advise within the Governments procurement rules and strategies - for provision of services and solutions, including evaluation, procurement and RFP

Experience

- A minimum of 5 years' experience as a business analyst or consultant with at least 3 years working with enterprise systems.
- Demonstrated experience with the development of business cases using the Treasury Better Business Case model.
- Strong qualitative and quantitative analytical skills.
- Proven ability to gather and interpret information to make recommendations and inform insight.
- Systems integration and data modelling experience (desirable).

Relationships - Pātahitanga

The Business Analyst position is required to build and maintain the following relationships:

Within the Ministry:

- Business Process Manager
- Divisional Manager ECD and Enterprise Connections Division staff
- Project Managers, Project teams and working groups
- Relevant Business Division staff and key stakeholders
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- Other government departments and agencies
 - Suppliers of solution and services
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Delegations - Whakatautapatanga

- The role has no direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship.
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

References

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>