

Position Description

Position Title - Ingoa Tūranga

Business and Online Tools Analyst [401588]

Group - Puni

Pacific and Development Group

Division - Tānga

Development Capability and Insights

Reports to - Menetia

Unit Manager Practice, Quality & Capability

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 and 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 Business and Online Tool Analyst develops, maintains and manages the online business collateral for the Pacific and Development Group (PDG), the position also works with the PDG Business Architect to assess user needs and implement business process and information changes as required.

The primary focus areas of the role are:

1. Working with the PDG Business Architect to continually improve key operational processes to ensure they are fit for purpose and meet business requirements
2. Supporting the design and development of good quality, timely, and user friendly business information and guidance collateral
3. Understanding the business and proficiently represent business drivers in online solutions, seen as a responsive advisor to the business
4. In partnership with the PDG business, ensuring ongoing enhancements and iterations to deliver business focused continuous improvement to Te Aka and the MFAT Website online collateral to improve and increase site usage.

This position will work across PDG and is responsible for the development and management of PDGs online collateral within a complex, challenging and evolving environment.

Key Accountabilities - Kawenga Matua

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

- Support the PDG Business Architect in the definition, modelling, analysis and design of PDG operational business processes.
- Support the PDG Business Architect to build a strong understanding of the value that PDG delivers to its stakeholders
- Support business process improvements and relevant system changes and lead the execution of assigned improvements and changes
- Gather requirements and prepare information, data visualisation and publications to meet the needs of a variety of audiences
- Championing the role of analysis and design in achieving our strategic and operational objectives
- Engage with key stakeholders to elicit requirements, collaborate on design and implementation approaches and create buy-in to the solutions proposed
- Use evidence and analysis to drive decisions and advice
- Utilise Ministry systems to design and build an online repository of resources, including SharePoint 2013, HTML, and Adobe products
- Ensure content is relevant, up to date and meets required standards
- Monitor site usage, provide monthly usage reports and other ad hoc reports, use these to suggest improvements focused at increase user access / experience
- Support content development through copy-editing, proofing web content as required
- Publish approved content following a defined approval process

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 and Online Tools Analyst will have the following experience, skills and knowledge:

Experience:

- 1-3 years business analysis / web experience
- experience in business analysis methods and techniques and documentation
- experience with system enhancement implementations
- experience with SharePoint 2013, HTML, and Adobe products
- Knowledge of user-interface design and wire framing
- Proven experience in problem analysis and resolution skills

- Experience working on data and analytics projects

Skills and knowledge:

- Tertiary qualification in relevant discipline and/or professional development or experience demonstrating qualification for this role.
- Understanding of UX and the importance of presenting information so that it is consumable by end users
- Excellent communication skills
- Excellent organisational skills, accuracy and attention to detail
- Critical thinking and problem solving skills
- Systems analysis skills
- Strong customer service and relationship management skills
- Excellent visual modelling (e.g., work flow diagrams, wire-frames) capabilities
- Resilient, confident, and comfortable working at pace in constant change and in ambiguity
- Understanding of Business Process analysis
- Workshop skills, facilitation and elicitation, detail-oriented and capable of delivering a high level of accuracy.
- Ability to use and develop online tools
- Demonstrated web writing, editing, and proofing experience
- Experience in working with publishing tools and software
- Experience developing engaging story lines and ideas for different audiences
- Experience in web design would be an advantage
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

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

Within the Ministry:

- Business SMEs including: data, capability, quality, governance and project resources
- Divisional Managers, Managers and staff in PDG and wider Ministry
- Key SMEs
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- External organisations as appropriate

Delegations - Whakatautapatanga

- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship or New Zealand Permanent Residency.
- 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/>