



POSITION DESCRIPTION

SENIOR BUSINESS ANALYST

PEOPLE BRANCH

Job number:

Business area: People Branch

Location: NHQ

Reports to: Senior Project Manager, People Branch

Version date: October 2020

ORGANISATION CONTEXT

Fire and Emergency New Zealand is a Crown Entity established on 1 July 2017 under the Fire and Emergency New Zealand Act 2017. The role of our new organisation is to reduce unwanted fires, respond to structural and vegetation fires and other emergencies including motor vehicle crashes, medical emergencies, hazardous substance related incidents, natural disasters and support increased community resilience.

Our new, unified organisation provides a fire and emergency service that delivers for communities, and the firefighters who serve them, now and in the future.

POSITION CONTEXT AND PURPOSE

The position will be responsible for delivering effective, quality, business analysis within the People Branch of Fire and Emergency New Zealand. This will involve working closely with senior management, project and change managers, business stakeholders, and team members across all phases of the project lifecycle.

The Senior Business Analyst will accurately identify and articulate what our customers require by:

- Eliciting and accurately specifying business requirements
- Accurately estimating the impact of the solution in terms of timeframe, resource, cost, and effort
- Providing quality options that identify and deliver measurable benefits that solve the problem or opportunity being addressed

The role holder will lead and establish strong working relationships and communication across the organisation, customers and stakeholders, while leading appropriate business analysis disciplines, techniques, and providing advice and support as a senior member of the Project team. The ability to develop sustainable, viable solution options which are captured in quality documents which follows the Fire and Emergency New Zealand project methodology is imperative.

The role holder will ensure we are improving the quality of our products so that we achieve the intended benefits outlined in the project documents. The role holder will have the ability to not only create quality key documents, but to mentor, coach, and support others to produce quality documents for all projects. This may include mentoring and coaching more junior business analysts and other people within the team. The role holder will identify and implement process improvement and champion business analysis best practice for the organisation.

SCOPE OF JOB

Financial delegations: Nil

Staff responsibility: Nil

KEY ACCOUNTABILITIES & DELIVERABLES

The job holder is responsible for delivering results in the following areas:

Requirements Identification:

- Facilitate workshops and/or conduct interviews as required to elicit and document requirements to achieve a common purpose
- Ensure understanding of current state and proposed future state to identify differences and needs to be addressed
- Brainstorm ideas for a solution to a problem and capturing these ideas using a variety of methods and formats

Requirements Analysis:

- Determine whether the stated requirements are unclear, incomplete, ambiguous, or contradictory, and then resolving these issues
- Determine the most appropriate method/technique for requirements documentation

Requirements Management:

- Track that requirements are delivered by creating and maintaining relationships between business objectives, requirements, other team deliverables and solution components to ensure the solution conforms to the requirements
- Experienced at using a variety of methods to review, prioritise, and managing changes to baseline requirements
- Ensure requirements are of high quality and meet SMART (Specific, Measurable, Accurate, Reliable, Testable) assessment

Estimation:

- Identify the tasks the BA must complete for a project phase or deliverable and provide the probable effort and duration of each task
- Determine estimates on effort required to complete each task / phase
- Develop Business Cases that outline accurate estimation of time, costs, resourcing change impact and effort
- Identify the value an initiative will add to the business in terms of benefit versus cost, how the initiative is expected to achieve business objectives, any constraints and alignment to existing organisational strategies

Modelling:

- Provide end-to-end process modelling techniques to develop a visual representation of sequential flow and control logic of a set of related processes
- Develop a visual representation of the structure and organisation of data and rules using techniques including but not limited to Entity Relationship Diagrams (ERD), UML Class Diagram and Object Role Modelling

Acceptance Testing:

- Clarify and explain requirements in detail to understand the intent of the requirement to be able to write effective user acceptance criteria. Review requirements defects to identify the underlying requirement break and overall business impact
- Any other duties consistent with the position as may be required from time to time

SAFETY, HEALTH & WELLBEING - RESPONSIBILITIES

- Taking responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able
- Following policies, training and guidelines related to safety, health and wellbeing, including reporting of injury and near miss events.

KEY RELATIONSHIPS

Internal

- Organisational Leadership Team Sponsor, Business Owner and Technical Owner
- Strategic Programme Manager, Principle Advisor Change Management and Programme Co-ordinator
- Management Accountants
- Fire and Emergency New Zealand Project Managers
- Region Business Support Managers and other region headquarters staff
- Fire and Emergency New Zealand managers and staff

External

- Emergency Services partners and relevant central government agencies
- Vendors, contractors and service providers
- Unions

QUALIFICATIONS, ATTRIBUTES AND EXPERIENCE

Suitable candidates will possess the following skills/attributes:

Essential

- Tertiary qualification in a related discipline or 5+ years as a Business Analyst or equivalent role
- Experience in Agile methodologies and Design Thinking
- Experience in the development of Business Cases
- Experience in benefits identification analysis, and measurement
- Requires working knowledge of relevant project methodologies
- Experience in requirements elicitation, requirements management and peer reviewing
- Knowledge of and /or experience with Business Process Analysis & Re-engineering methodologies
- Experience in working on multiple concurrent initiatives
- Strong analysis and problem solving skills
- Experience in conducting workshops using formal methodologies, involving multiple parties with independent objectives.
- Experience coaching and mentoring others in Business Analysis methodologies and practices
- Excellent English communication skills both oral and written
- Experience working in BAU environment and in project groups
- Strong time management skills
- High attention to detail
- Awareness of financial modelling and techniques to forecast and cost technology components of projects to assist in business case development
- High analytical ability using advanced excel and other reporting suites to be able to produce numerical and written reports in a clear and concise manner
- Sound level of business acumen
- Strategic and political savvy and able to manage complex stakeholder relationships

SPECIALIST: Organises self and supports strategies to achieve organisational objectives.

SELF

1. Demonstrates self awareness, reflects on own performance; identifies strengths and development needs.
2. Learns and reflects on how own behaviours and work style impact on others and on work tasks.
3. Actively seeks feedback from supervisor and peers and acts upon it.
4. Demonstrates persistence; adapts approach when required and continues to work to achieve individual and team objectives.
5. Maintains an optimistic outlook; overcomes obstacles and recovers quickly from setbacks.
6. Acts decisively to implement strategies and address issues.

INFLUENCE

1. Obtains support within functional area, leads projects or works individually to accomplish organisational goals.
2. Communicates desired outcomes for the specialist area.
3. Communicates in an open and frank manner and gains the trust of others.
4. Models behaviours that are consistent with the values and practices of the organisation.
5. Shares information with others and assists personnel to adapt to change.
6. Drives the organisational practices within the specialist area and focuses efforts towards the achievement of common objectives.

ETHICS

1. Makes recommendations within specialist area without favouritism or bias.
2. Adheres to organisational values and code of conduct.
3. Leads by example and maintains a high level of professionalism and impartiality; expects and encourages colleagues to apply the same high standards.

RELATIONSHIPS

1. Develops collaborative and trusting working relationships.
2. Establishes, uses and maintains external and internal networks to achieve work outcomes.
3. Is aware of contentious political issues that impact on the organisation.
4. Represents the organisational position.

STRATEGY

1. Gathers and investigates information from a variety of sources and explores new ideas and different viewpoints.
2. Understands how cultural, social, historical and political factors affect the organisation.
3. Weighs up options, seeks advice and applies problem solving processes to make considered recommendations.
4. Understands the need to see the 'big picture' and recognises how relationships and processes fit within it.

PEOPLE

1. Works collaboratively with others.
2. Is open to the perspective of others.
3. Supports the development of talent in others.
4. Strives to meet personal objectives and is aware of performance requirements; seeks help when needed.
5. Works with others to achieve performance objectives.
6. Resolves inter-personnel and inter-group conflict constructively.

RESULTS

1. Contributes to the development of organisational processes and services to improve efficiencies and achieve a unified focus on clients.
2. Is focused on and accepts accountability for outcomes.
3. Responds flexibly to changing demands while remaining focused on the objectives.
4. Integrates own knowledge and professional expertise to achieve organisational objectives.