

POSITION DESCRIPTION FOR

Operations Business Analyst / Kaitatari Pakihi

Date: November 2021

“Working together to improve the lives of Te Hiku whanau and the environment we live in. Mahi tahi ki te hapai to oranga o nga whanau me te taiao o Te Hiku.”

Te Arotahi Matua

This role is responsible for supporting Te Hiku Iwi Development Trust initiatives to meet their desired outcomes. You will work within projects to define, document, and then manage throughout the project lifecycle business change requirements. Your role is to ensure all stakeholders requirements are accurately reflected and then designed into new or enhanced processes or practices, and be a champion of user requirements throughout design, development, and implementation.

You will be a champion of effective operational Business requirement practices throughout design, development, and implementation.

Tō Kāpā

Responsible To	Director of Operations
Direct Reports	NIL
Indirect Reports	NIL
Nature of Term	Permanent
Internal Relationships	<ul style="list-style-type: none"> • CEO • Director of Operations • Co- Directors • JWP team • WTM team • Hub Team • Kaupapa Assurance • THIDT Chair and Trustees
External Relationships	<ul style="list-style-type: none"> • Contractors and consultants • Other Iwi and governance contacts as directed by the Programmes • Regional and local officials • Aligned external organisations, e.g.: Skills ITO or Northland Inc

Principles and Practice of Engagement - (What crown and iwi stakeholders have agreed to)
Regardless of our agency, our professional role and orientation is toward serving the Kaupapa
We bring our individual strengths to delivering on the programme versus orienting the Programme/Kaupapa to our personal way of working
We bring, without exception the best judgement and experiences as whānau members ourselves to make decisions at the designated tables
We work with discipline to the agreed form and function
We work without exception through the agreed channels
We document and disseminate in line with agreed function and with discipline
We focus in a disciplined way with cooperating/bringing our collective strengths to areas of common interest/purpose
We work to serve the target outcomes laid down by the Kaupapa/programme and strictly leave any competing interests at the door
We as a priority will establish and maintain trust at the designated tables via rigorous transparency and disclosure
We are accountable to delivering and executing the programme plan in line with agreed timeframe, quality standards and role designations
We will monitor inputs, outputs, and impacts closely and act assertively on learnings 12. We will act assertively and without blame to remedy things that do not work and build assertively on the things that do work, with humility

Nga Kawnega Takohanga
The Main Areas of focus include

Process Management and development	<ul style="list-style-type: none"> Plan and lead the gathering and documenting of business requirements and undertaking options and scenario analysis of the impact of design decisions. Consult with key stakeholders to determine business objectives and success factors.
	<ul style="list-style-type: none"> Develop processes and procedures to ensure business solutions meet strategic goals.
	<ul style="list-style-type: none"> Develop new models that underpin sound business decisions.
	<ul style="list-style-type: none"> Collaborate with team members to collect, analyses, and evaluate information from multiple sources.
Business improvement	<ul style="list-style-type: none"> Streamline and improve internal and external reporting and strive to develop new ones to improve efficiency
	<ul style="list-style-type: none"> Progress and align programme work package activities in a timely manner for reporting to Governance groups.
	<ul style="list-style-type: none"> Capture business requirements and high- and low-level process design.
	<ul style="list-style-type: none"> Support the creation of user and training documentation and training support.
	<ul style="list-style-type: none"> Develop business cases for business improvement ideas.

Register Management and development	<ul style="list-style-type: none"> Implement a process to ensure the Risk Register, Compliance Register and Assurance Frameworks are monitored on a regular basis , risks are identified and recorded and in conjunction with the Manager / Director mitigated.
Annual Planning Process	<ul style="list-style-type: none"> Ensure the annual planning process is supported and documented.
Compliance	<ul style="list-style-type: none"> Safeguard THIDT from legal/reputation risk by complying with all relevant statutory, regulatory, contractual, and legal requirements and standards.
	<ul style="list-style-type: none"> Comply with all of THIDT's requirements and policies including the enforcement of internal controls and delegated authority rules. Know and monitor compliance and advise the Director of Operations on any risk and ensure agreed mitigation plans are in place and actioned.
Project Collaboration	<ul style="list-style-type: none"> Assist in problem solving issues within the project and/or programme and lead the resolution of issues in the business analysis work. Provide advice, information and support to the team as required. Contribute to the identification of risks, planning, teamwork and achieving desired project outcomes Support the work of dependent projects and collaborate with other projects as and when required
Cross functional systems development	<ul style="list-style-type: none"> Drive fresh initiatives for financial planning and business intelligence systems.
Relationship Management	<ul style="list-style-type: none"> Support relationship management of Stakeholders.
Teamwork	<ul style="list-style-type: none"> Support the development and maintenance of a high performing team. Maintain effective channels of communication amongst team members. Use interpersonal skills effectively in group or individual situations. Encourage and supports open and honest constructive relationships with colleagues. Takes the constructive approach to team efforts and supports other team members where possible.
Continuous Improvement	<ul style="list-style-type: none"> Promote continuous improvement philosophy by ensuring initiatives and projects are investigated, initiated, and completed to enable the organisation to continually improve their current processes and procedures

Health & Safety	<ul style="list-style-type: none"> • Actively participate and comply with the requirements of the Health & Safety Work Act 2015. • Actively contribute to risk management activities within the team • Work practices ensure safety for self and others • Hazards are identified, control plans documented, and hazards eliminated, minimised, or isolated • Contributes to the team's risk management activities by identifying risks, actively participating in the team's risk minimization activities, and participating in audits
Additional Duties as Required	Any other reasonable duties to support THIDT

Ngā Tohungatanga: Ideal person specification

Essential Skills, Experience and Attributes:

<ul style="list-style-type: none"> • Bachelor's degree in business administration, finance, or related field
<ul style="list-style-type: none"> • Technical writing experience
<ul style="list-style-type: none"> • Project management experience with a good understanding of DevOps pipelines, version control integration, automating data collection processing and model deployment pipelines
<ul style="list-style-type: none"> • Strong understanding of regulatory and reporting requirements as well as plenty of experience in forecasting, budgeting and financial analysis combined with understanding of key performance indicators.
<ul style="list-style-type: none"> • The ability to manage high-volume and complex projects and workflows with an appreciation of the big picture and an eye for detail.
<ul style="list-style-type: none"> • Highly skilled user of MS office 365 with advanced skills in MS Excel, MS Word, MS Visio, PowerPoint, MS Project
<ul style="list-style-type: none"> • Experienced in enterprise-level change, working in high-pressure, time-critical project environments
<ul style="list-style-type: none"> • Ability to develop and maintain a supportive environment consistent with the needs of the service delivery aspirations of the organisation.
<ul style="list-style-type: none"> • Uses innovative / creative approaches to gain acceptance where a fresh perspective is required.
<ul style="list-style-type: none"> • Expert administration, support, and problem-solving skills.
<ul style="list-style-type: none"> • Excellent communicator with well-developed communication skills
<ul style="list-style-type: none"> • Ability to work autonomously and have the flexibility to respond to a rapidly changing environment.
<ul style="list-style-type: none"> • Uses innovative / creative approaches to gain acceptance where a fresh perspective is required.
<ul style="list-style-type: none"> • Practical knowledge of Te Reo and tikanga Māori

- **Salary level:** Grade 15