

Position Description (Te Whakaaturanga Tūranga Mahi)

Position Title:	Senior Business Analyst
Business Unit:	Information Services
Grade:	S7
Last Review Date:	November 2020

Overview – NZQA’s Role (Te tirohanga whānui – Ngā mahi a NZQA)

NZQA ensures that New Zealand qualifications are valued as credible and robust both nationally and internationally.

“Qualify for the future world” describes the focus of our work.

We are accountable for managing the New Zealand Qualifications Framework, administering the secondary school assessment system, independent quality assurance of non-university education providers, qualifications recognition and standard setting for some specified unit standards.

NZQA is a Te Reo Māori learning organisation.

More information can be found on our website at www.nzqa.govt.nz.

Public Service (Te ratonga tūmatanui)

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata puta noa i Aotearoa i āiane, ā, hei ngā rā hoki kei tua. He kawenga tino whaitake tā mātou hei tautoko i te Karauna me āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, ka arahina ā mātou mahi e ngā mātāpono, ngā tukanga me ngā tikanga matua o te ratonga tūmatanui.

Mō ētahi atu whakamārama, tirohia te paehono nei <https://www.publicservice.govt.nz/about-us>

Being in the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

Business Unit Overview (Te tirohanga whānui ā-tari)

The role of the Strategic & Corporate Services Division is to be trusted advisors to our colleagues across NZQA. Our support ensures that NZQA delivers on its goals now and into the future. The division builds this trust / mana through the efficient and effective delivery of our services aligned with NZQA’s values.

- Rangatiratanga – empowering and leading others. Building staff and organisational capability. Leading NZQA’s contribution to the government’s goal for international education.
- Kaitiakitanga – guardianship. People, Resources, Legislative requirements.

- Ngaiotanga – doing our job in the best possible way. Thought leadership in ‘Future State: Now’.
- Manaakitanga – caring for and valuing others. Leading the client focus work.
- Whakapono – open and transparent. Thought leadership regarding communication channels with clients.
- Kotahitanga – collaboration and unity. Leading the collaborative delivery of projects across NZQA.

Strategic & Corporate Services staff operate efficiently and effectively in accordance with organisational policies and procedures to ensure our work is delivered on time to the quality standards expected.

The Business Analysis team bridges the gap between business people and solutions people.

Purpose of Position (He whakamārama)

The Senior Business Analyst (Senior BA) takes full responsibility for business analysis, working on large projects and programmes within a significant segment of the organisation. The Senior BA engage within the inception phase of strategic change, provides advice and influences decisions to achieve desired outcomes from the organisation. The Senior BA champions the contribution of technology to meeting the business objectives.

The Senior BA manages stakeholders to ensure smooth transition, defines strategies, confirms business needs, conducts feasibility studies, and produces high-level and detailed business models. The Senior BA prepares business cases and oversees development and implementation of solutions, taking into account the implications of change on the organisation and stakeholders

Working Relationships (Te hononga tāngata)

Responsible to: Team Lead, Business Analysis

Functional relationships: (See stakeholder engagement chart at schedule 1)

Internal:

- All BA team members
- Program Manager
- Project Managers
- Project Team members
- Business / Product –owners
- Business unit representatives
- End users
- IS Managers, Team Leaders and staff

External:

- Stakeholder Groups
- Vendors and Service Providers
- Sector Partners
- NZQA Clients
- Other Government agencies

Key Accountabilities (Ngā haepapa matua)

Bridge the gap between business people and solutions people.

- Align business analysis approach to NZQA project methodology
- Work on large and complex projects as the sole BA or the lead BA of a team on a project.

- Engage in active mentoring of other BAs and champion good BA practice to stakeholders.
- Develop expertise in several business domains and systems across the organisation and their integration points to other domains and systems in NZQA or other sector agencies.
- Incorporate enterprise analysis activities in all projects and programmes of work.
- Understand the wider business processes throughout the organisation becoming a partner in business change
- Engage and lead the team in the perspective(s) appropriate for each initiative. Perspectives may include:
 - Agile,
 - Business Intelligence,
 - Information Technology,
 - Business Architecture
 - Business Process Management.

The Senior BA is required to demonstrate the level of competency shown for the listed business analysis tasks as follows:

Proficient to

- Planning business analysis approach selecting appropriate approach and evaluating project complexity, assumptions, constraints and dependencies.
- Conduct stakeholder analysis identifying all stakeholders, determining their influences and relationships and build and manages stakeholder relationships.
- Planning BA activities and communications, developing a business analysis work-plan and an effective communication plan to manage own and team's activities, tasks, deliverables and schedule to meet the needs of the project and stakeholders.
- Planning requirements management process including approval and change, and identifying and communicating risks and issues that may require changes to plans or scope. Measure and track the quality of the business analysis work.
- Managing business analysis performance, measuring and tracking quality of business analysis work and responding to changing organisational priorities
- Prepare and conduct elicitation, ensuring appropriate stakeholders are involved obtain needed information from them to form requirements.
- Document and confirm elicitation results ensuring capture of information provided in elicitation sessions and validating requirements with the stakeholders.
- Manage solution scope and requirements, managing conflicts and issues to resolution.
- Managing requirements trace-ability from business case to implemented solution and leverage the uses of trace-ability
- Identifying and maintaining requirements for re-use
- Prepare requirements documentation and present it in a format understandable by all stakeholders.
- Communicate Requirements confirming that stakeholders have a shared understanding of requirements. Uses appropriate communication method based on stakeholder, assessing impacts of changes to requirements
- Defining the business need and opportunities for improvement.
- Developing understanding of overall business and organisational structure, strategy and impact on work efforts.
- Defining solution scope describing the new capabilities that the project, iteration or work effort will deliver
- Prioritising requirements based on business value, cost to deliver and time constraints
- Organise the requirements synthesising the information provided by stakeholders
- Specifying and modelling requirements, understanding appropriate use of various analysis techniques and developing abstract models that describe a business domain
- Verifying and validating requirements, ensuring requirements and models meet the needed quality to effectively guide further work and the delivery of business value, fulfils goals and objective and meets the stakeholders needs.

- Assessing solution proposals and demonstrate which proposal will be most effective
- Allocating stakeholder and solution requirements among solution components to maximize business value
- Assessing the organisational readiness for the new solution
- Defining capabilities and requirements to support transition to new solutions
- Validating that the solution meets the business need and determining the most appropriate response to identified defects
- Measures and evaluate solutions and solution performance for value and opportunities.

Competent

- Planning of requirements management process, reporting on business analysis requirements and improving BA performance by taking preventative and corrective action.
- Assessment of capability gaps utilising understanding of business architecture
- Determine solution approach, identifying, describing and proposing the possible solution approach for a number of different options
- Define assumptions and constraints, communicating factors other than requirements that affect which solutions are viable

Health & Safety

- Ensure that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.
- Comply with policies, procedures and directives issues by NZQA on health and safety matters.

NZQA Priorities (Ngā whāinga nui o NZQA)

The following areas are priorities for NZQA. Support and guidance will be provided to ensure these priorities are able to be met by all staff.

Health, Safety & Wellbeing

- Ensuring that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.
- Complying with policies, procedures and directives issued by NZQA on health and safety matters.

Privacy & Security

- Acting in accordance with privacy and security policies and procedures.
- Maintaining the strictest confidentiality when dealing with any personal or sensitive information.
- Ensuring documents containing personal information are always kept secure.
- Maintaining a 'clear desk' in accordance with policy.

Knowledge / Records Management

- Working collaboratively and creating a learning environment by ensuring all business documents and information are made accessible for staff to use
- Ensuring that all business records, created and received, are maintained and disposed of according to the requirements of the NZQA information and records management policy, guides and processes.

Person Specification (Ngā pūmanawa tāngata)

A person in this position has at least 5 years of robust practical experience in a BA role, performing business analysis in a variety of complex situations. A person in this role knows what techniques to use and what influences the choice of the various techniques for the tasks. This

person works independently and may plan, supervise or lead the work of others on large projects and work efforts.

This analyst has a deep working knowledge of most, if not all business analysis knowledge areas. This job profile is consistent with the experience required for the Certified Business Analysis Professional (CBAP) designation. Displays proficiency in the underlying competencies and uses them strategically within the context of business analysis.

A person in this position works to create the needed behaviour in themselves and others to drive desired results

Knowledge, Skills and Experience (including Technical Competencies)

Essential:

- At least 5 years of practical experience in a BA role
- Confidence in selecting appropriate techniques for tasks and understanding the influences to those choices
- Work independently and experience in planning, supervision or leading work of others on large projects and work efforts
- Deep working knowledge of most if not all areas of business analysis
- Proficiency in BA competencies, using them strategically within the context of business analysis
- Can demonstrate skills and abilities including:
 - Listening
 - Business acumen
 - Verbal, non-verbal and written communication skills
 - Creative, system, conceptual and visual thinking
 - Sound decision making
 - Teamwork
 - Facilitation
 - Problem solving
 - Learning
 - Adaptability
 - Trustworthiness
 - Negotiation and conflict resolution
 - Self-organisation and time management
 - Office Productivity, Business Analysis and Communications tools and technologies.
 - Industry, organisation, solution and methodology knowledge
 - Leadership and influencing
 - Teaching

Qualifications

Essential:

- Experience as a Business Analysis for at least 5 years.
- A qualification at level 7 of the New Zealand Qualifications Framework

Desirable:

- Certified Business Analysis Professional (CBAP)
- Knowledge of te ao Māori would be an advantage and a demonstrated commitment to the principles of the Treaty of Waitangi

Other Requirements (Ngā herenga atu o te tūranga mahi)

During the critical period of systems use during the annual NCEA secondary examinations timetable of operations, and during releases from time to time throughout the year the position holder may be required to be rostered to be on-call.

Development Competencies (Te whanake pūkenga)

NZQA has the following Core Competencies for the purpose of development planning:

Client responsiveness - Honouring NZQA's commitments to all external and internal clients by providing helpful, courteous, accessible, responsive and knowledgeable service.

Collaboration - Working collaboratively with others, sharing information and networking to achieve common goals and positive outcomes.

Communication - Listening and communicating with others in an effective manner.

Continuous learning - Identifying and addressing personal development needs to enhance individual and organisational performance; learning through self reflection on success and failures.

Decision-making - Making good decisions and solving problems involving varied levels of complexity, ambiguity and risk.

Engaging with Māori - Engages effectively with Māori, underpinned by NZQA's values, and applies an understanding of Te Ao Māori that is relevant to the context of our business.

Valuing diversity - Helping create an inclusive work environment that embraces and appreciates diversity.

Work practice - Focusing personal efforts in an organised way to achieve results consistent with NZQA's objectives, seizing opportunities that arise, and maintaining effectiveness in a variety of situations.

Job Description Scope of Duties (Ngā mahi whāiti o te tūranga mahi)

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the job description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Schedule 1 – Stakeholder engagement chart

	Advise	Collaborate with	Influence	Inform	Manage / Lead	Deliver to
Program Manager	Yes	Yes		Yes		
Project manager	Yes	Yes	Yes	Yes		
Project team members	Yes	Yes	Yes	Yes	Yes	
Product / Business Owner	Yes	Yes	Yes	Yes		Yes
Business Unit representatives	Yes	Yes	Yes	Yes		
End User	Yes	Yes	Yes	Yes		
IS Management	Yes		Yes	Yes		
IS Staff including architects & operations	Yes	Yes	Yes	Yes		
Other Business Analysts	Yes	Yes	Yes	Yes	Yes	
Stakeholder groups		Yes	Yes	Yes		
Vendors / Service Providers		Yes	Yes	Yes		
Sector Partners		Yes	Yes	Yes		
NZQA clients				Yes		Yes
Other Government Agencies		Yes	Yes	Yes		
Sector Colleagues (other BAs, working groups)	Yes	Yes	Yes	Yes		