Business Analyst

Location	Thames	
Reports to	Solution Delivery Manager	
Group	Corporate Services	
Direct Reports	Nil	
Functional Relationships	*Internal* All of council staff	*External* Vendors, contractors, suppliers
Financial delegations	*Nil*	

Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council (TCDC).

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect**, **integrity**, **innovation** and **teamwork**.

How you fit

The Business Analyst role ensure that systems and solutions that are developed or proposed meet the business requirements of Council.

This role will review, evaluate, develop, maintain and deliver projects and solutions that support the objectives of the Council's strategic direction, specifically the Information Services Strategic Plan, the Digital Strategy and any policies, procedures and standards required to maintain Council's internal portfolio.

Your responsibilities

Accountable for	Successful when
Business Analysis	Systems and solutions that are developed or proposed meet the business requirements of Council. Users are collaborated with and supported to identify requirements and best options for their business unit. Develop complete and detailed specifications for required systems and solutions: Business Requirements, Functional Requirements and System Requirements. Ensure any test case requirements and developed against test case scenarios Support testing, go live and handover to business-as-usual requirements
Development of Process Improvement	Opportunities for process and system improvements are identified and recommendations are analysed. Feasibility and compatibility with other business functions and systems, of proposed process or function changes are fully analysed. Input to business case development and other project documentation where it relates to process re-engineering is provided. The business is worked closely with to develop and define processes that are efficient, effective and customer focused. Effective development and management is in place for process-related information assets, including process maps, user stories and procedural material. Analysis, definition, and document requirements are provided for data, workflow, processes, interfaces, systems, networks and operational environments. Process redesign workshops are lead to manage the proposed change impacts. Education and training is provided to users responsible for managing and operating business processes so they understand current state, gap analysis and future state requirements. Monitoring, measuring and feedback is provided on process performance. Process workshops are facilitated and involve eliciting process requirements and liaising with users, applying knowledge of business process modelling.

Quality Management	Effective quality assurance is in place and the overall integrity of projects - focusing inwardly on the internal consistency of the project, and outwardly on its coherence with planning, interfaces with other projects and corporate, technical and specialist standards/strategies or policies.
Financial and Contract Management	Budgets are prepared and monitored, ensuring that required service outputs are delivered within approved budget allocations. Ensuring effective and efficient use of resources both internally and externally. Contracts relating to each programme/project are managed in a manner consistent within the specified contract outcomes, in accordance with appropriate legislation and Councils Code of Practice and Delegated Financial Authority. All assets relating to each project are identified through component reporting and provided for Asset Management requirements. Collaborative and effective relationships are in place with internal and external service providers.
Relationship Management	Customers, stakeholders and staff are supported with professional, accurate and timely advice and guidance, as required. External relationships are professionally managed with clear communication on expectations Key stakeholders are well informed and consulted, with input and influence from Council in decision making. A culture of innovation with Council's key stakeholders is fostered.
Organisational Support	Team Meetings are regularly attended ensuring knowledge and skills are shared, and other staff are supported. Procedures, information systems and policies are documented and complied with. Appropriate and agreed continuous professional development is undertaken. Civil Defence and Emergency Management training and activities are participated in. Other duties may be requested by the manager to support the business unit.

Health, Safety & Wellbeing	Take all reasonably practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction. Cooperate with any reasonable workplace health and safety policy or procedure. Comply with any reasonable instructions given. Demonstrate a personal commitment to Health and Safety in accordance with TCDC's Health and Safety Policy.
Te Tiriti o Waitangi	Demonstrate commitment to developing an understanding of Te Tiriti o Waitangi, building knowledge of Tikanga Maori.

About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful *Business Analyst* will need the following to succeed:

Education / Training	Degree level qualification in computer science, IT or software engineering is desirable
Experience	Experience in working with a range of corporate technologies. 2+ years' experience implementing reporting systems, working with users in a requirements analysis role, Process improvement and project experience with the demonstrated ability to improve service and work efficiently. Demonstrated experience of embedding a continuous improvement culture in business processes.
Knowledge, skills and attributes	Highly developed interpersonal and communication skills. Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities. Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes. Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability.