



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Business Analyst, Digital

Business Group	Te Pou Rangatōpū
Location	Wellington
Salary band	A7

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i 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 hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

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.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | [You can find out more about what this means at Role and purpose - Te Kawa Mataaho Public Service Commission.](#)

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

***He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes***

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

The Business Analyst, Digital works as a liaison among stakeholders and external service providers.

As the Business Analyst, Digital you will elicit, analyse, communicate, and validate requirements for changes to the Ministries processes, policies, and information systems.



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Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Business Analyst, Digital you will:

- Conduct initial needs assessment of business or business process
- Collect business requirements through standard techniques like document analysis, interviews, focus groups, workshops, customer journey and other process mapping and design thinking
- Manage the process of gathering, analysing, storing and disseminating detailed information in a user-friendly format
- Action enhancement and new application requests
- Demonstrate achievement drive, ambition, optimism and delivery focus; to make things happen and achieve ambitious outcomes
- Analyse and interpret data to unearth weaknesses and problems, and comprehend the causes
- Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives; to make fit-for-purpose decisions
- Advise on Business process changes
- Translate technical issues into business impacts to support the business decision making process
- Make recommendations based on analysis of information and data and prepares requirements, specifications, designs business processes
- Present findings and suggestions to stakeholders with ample justification and practical advice
- Deliver the hard messages, and makes unpopular decisions in a timely manner; to advance the longer-term best interests of customers
- Maintain business process documentation for assigned business group(s)
- Document business requirements using appropriate documentation standards
- Build business cases and document alternate scenarios to help with stakeholder buy-in
- Develop and own detailed business plans to drive changes
- Liaise with ICT teams and other stakeholders to ensure requirements are translated correctly to meet business/customer needs

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- Manage stakeholder requirements throughout engagements and ensuring that these are effectively articulated, understood, documented, agreed upon, and met
- Establish and maintain effective relationships with customers and gain their trust and respect
- Assist the business stakeholders in implementing the plan and resolve any occasional discrepancies
- Provide guidance for any occurring problems and issues
- Demonstrate composure, grit, and a sense of perspective when the going gets tough; to help others maintain optimism and focus
- Proactively identify problems and opportunities disclosed by the business and work to escalate these for evaluation and progression
- Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people

You will make decisions in accordance with the Ministry's policies and delegations framework.

Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience in using project management techniques and methodologies, such as Prince2
- Business analysis experience
- Experience in specifying business requirements from different user groups to a professional standard for system developers and/or solution providers to design against

Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- Ability to analyse complex issues and develop effective solutions
- Ability to apply sound system, technical and business knowledge in collaboration with both business and technical stakeholders in development of the solution.
- A commitment to ongoing personal and professional development.

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Skills Framework for the Information Age

Strong IT capability is vital to keep us secure and to deliver innovative and effective solutions for the Education system. SFIA, the Skills Framework for the Information Age, is the technical competency and skills framework mapping individual professional skill levels to a set of internationally recognised standards. Competencies and skills required for this role are presented in the following table.

Capability	Level	Expectation
Business analysis BUAN	4	<p>Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes.</p> <p>Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems and identifies options for consideration.</p> <p>Identifies potential benefits, and available options for consideration. Works with clients/users in defining acceptance tests.</p>
Business process improvement BPRE	5	<p>Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches.</p> <p>Contributes to evaluating the factors which must be addressed in the change programme.</p> <p>Helps establish requirements for the implementation of changes in the business process.</p>
Stakeholder relationship management RLMT	4	<p>Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management.</p> <p>Helps develop and enhance customer and stakeholder relationships. Implements a communications strategy, including, for example; handling of complaints, problems and issues, managing resolutions, corrective actions and lessons learned, collection and dissemination of relevant information appropriately.</p>
Requirements definition and management REQM	4	<p>Facilitates scoping and business priority-setting for change initiatives of medium size and complexity.</p> <p>Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source.</p> <p>Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate.</p> <p>Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence.</p> <p>Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position.</p>
Business modelling BSMO	4	<p>Conducts advanced modelling activities for significant change programmes and across multiple business functions.</p> <p>Has an in-depth knowledge of organisation-standard techniques.</p> <p>Plans own modelling activities, selecting appropriate techniques and the correct</p>

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		<p>level of detail for meeting assigned objectives.</p> <p>May contribute to discussions about the choice of the modelling approach to be used.</p> <p>Obtains input from and communicates modelling results to senior managers for agreement.</p>
Consultancy CNSL	5	<p>Facilitates stakeholder groups, as part of formal or informal consultancy agreements.</p> <p>Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.</p>

Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono Valuing Māori	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	May 2025
Approved By	HR Advisory team