

# Business Analyst

## Horopaki | Context

Kaunihera Taiao ki Waitaha | Canterbury Regional Council, also known as Environment Canterbury, is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

## Aronga | Purpose

The purpose of this role is to develop fit for purpose systems and processes by interfacing between business units, project stakeholders and subject matter experts to assist them in resolving issues and identifying opportunities to deliver better business outcomes.

## Ngā Haepapa | Accountabilities

- Develop solutions and specifications (functional, non-functional and technical) that meet the business requirements and are complete so that developers can build/implement the right solution.
- Lead and facilitate workshops and requirements (functional, non-functional and technical) gathering sessions to ensure we understand the inputs and outputs for successful delivery of business projects, services, processes, systems and applications.
- Analyse data, information, work practices and systems and present these succinctly and prioritised to enable business owners to make informed decisions about their projects, services, processes, systems and applications.
- Work as a key member of project teams throughout the projects lifecycles to ensure that all solution types are designed to deliver the expected benefits to our customers.
- Manage relationships across the business to ensure buy-in to project benefits and ways of working so that when implemented we maintain the gains from projects.
- Assist with the implementation of changes including testing, business readiness, training and measurement of projects, service, process, system and application success.

## Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.
- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha/Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

## Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.

## Hononga ā-Mahi | Working Relationships

### Kai rō Kaunihera | Within the organisation

- Accountable to the Team Leader, Service Design & Delivery for delivery of work.
- Collaborate with managers, staff and systems users across the business to design and implement solutions that work for the business and our customers.
- Work closely with staff within Business Information Services to design and implement solutions.
- Regular contact with other staff working on systems and process improvements in project involvement and sharing best practice.

### Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Canterbury rohe and Te Rūnanga o Ngāi Tahu. To demonstrate our council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Work with our external customers including consent holders, resource users and others to ensure we deliver solutions that work for our customers.
- Partner with software providers and external consultants in the development of solutions.
- Collaborate with other councils on projects where there are opportunities to deliver initiatives that have a wider impact than we can achieve by ourselves.

## Ngā Herenga Motuhake | Special Conditions

May be required to work outside of the normal working hours from time to time.

Overnight stays may be required while undertaking site visits across the region.

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

## Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Additional specific delegations may be given by the Chief Executive to the Chief People Officer on people and safety matters from time to time.

## Ngā Āheitanga | Capabilities

### Tohu Mātauranga | Qualifications

- A tertiary qualification in Information Technology, Business, Finance or similar disciplines required.
- A project management and/or business analysis certification is desirable.

### Mātau ā-wheako | Experience

- At least five years' experience in analysing and implementing business process development, information systems, and knowledge management.
- Experience in business analysis, and production of business case, business requirements and functional specification documentation.
- A knowledge of project methodologies and experience implementing projects as part of a project team.

### Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Team Member level sit beneath each of the following organisational competencies.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the incumbent will be required to accept and carry out other duties.

Band / Grade  
6 / 16

Position Code  
SERVBSC.022

Last Updated  
April 2025

**I agree to undertake the responsibilities detailed in this job description:**

**Ingoa | Name:**

**Waitohu | Signature:**