



POSITION DESCRIPTION

Position	Business Analyst II
Group/Business Unit	Business Enablement
Reports to	Manager Business Enablement
Direct reports	None
Location	Wellington
Date	February 2024
Key relationships	Internal relationships: Chief Electoral Officer Commission Staff including permanent and temporary field staff. External relationships: Members of the public Community organisations Other public sector organisations Suppliers, consultants and contractors.
Operating budget	None

Who we are

Confidence in a free, fair and secret voting system is at the heart of any democracy.

In Aotearoa New Zealand this is something we almost take for granted. But it relies on the integrity of our electoral process, and at the Electoral Commission safeguarding trust and confidence in this process is central to everything we do.

We are an independent Crown Entity. We are publicly funded and support a whole of government approach. We operate the electoral system as prescribed in the Electoral Act and mandated by parliament, running the country's general elections, by-elections and referendums. We ensure the integrity of the rolls and compliance with electoral requirements by parties, candidates and third parties.

But our work extends beyond the usual three-year cycle and running general elections. We meet complex and constantly changing requirements to keep New Zealanders at the centre of the process.

New Zealand's electoral system enjoys 95% satisfaction from voters and contributes to our consistent ranking as one of the world's top two democracies.

This is a priceless heritage. It belongs to all New Zealanders. We are proud to be constantly advancing and sustaining the processes it relies on.

Our values

Ngā uara hai pou mō te Kaitiaki take Kōwhiri, kia eke ai to māramatanga ki te pōti - Our five values together form TAUMATA: a summit or peak which is often associated with an arduous journey, with levels along the way, elevating to a higher plain, and success.

Our values help guide us in our mission that all New Zealanders trust, value and take part in Parliamentary Elections.

1. **Tūhonotanga** - To join, bond, attach, connect.
Connecting / building and maintaining relationships
Bringing people together to increase participation in democracy.
2. **Aratakina** - To conduct, lead, point out, guide
Knowledge Transfer
Guiding towards greater understanding.
3. **Uakaha** - Vigour, energy, dynamism, enthusiasm
Energy / dynamism / innovation
Being dynamic and energetic in what we do.
4. **Manaakitanga** - Hospitality, kindness, generosity, support
Power Transfer
Demonstrating generosity and empowering people
5. **Tika** - Be true, valid, honest, genuine, sincere
Integrity and honesty
Doing things right; doing the right things!

Position Purpose

The Business Analyst will play a key role in ensuring effective business operations through well-focused planning, analysis and delivery of the requirements for successful events and projects. This person will concentrate on changes to business processes, systems, tools and job roles. In particular this will include responsibility for election events such as planning for enrolment update campaigns, contributing to improvement projects across the Commission.

Working with the stakeholders eliciting, analysing and developing business processes, requirements, and user stories will be a core part of this role. You will also be responsible for undertaking the required data analysis, business rules development and cases for change proposals.

Your role

Project Management

- Leads smaller projects to be delivered according to time, cost, and quality standards that achieve goals by:
 - Developing the project scope, work schedule and budget with project sponsor (e.g. a project plan or research proposal)
 - Identifying resource requirements to meet the plan
 - Monitoring progress against project milestones and deliverables in accordance with the project/research plan
 - Providing regular reports on project status, budget, risks and issues in agreed format and within agreed timeframes
- Contributes to post implementation reviews where agreed to identify learning or improvement opportunities for the future
- Assists with procurement where necessary, including the development and evaluation of requirements, business cases, RFP documents, contract negotiations, vendor performance and cost management.

Expected results:

- Projects and the required artefacts are delivered on time and to cost and quality standards or goals.
- Issues and risks are identified and appropriately managed.
- Effective relationships with project sponsor, stakeholders and the team.

Sound Judgement & Problem-Solving

- Looks beyond the obvious for hidden problems or opportunities.

- Comfortable working with complex problems.

Expected results:

- Makes good decisions based on a mixture of analysis, experience, evidence and judgement.

Critical Thinking

- Keeps in mind the overall context of an issue while not losing sight of the original problem.
- Provides methodical reasoning to the issue at hand and identifies linkages to the big picture.
- Asks good critical questions to test assumptions and look beyond the obvious to identify where further evidence is required.
- Deals with the complexity of an issue well.

Expected results:

- High quality input and justification is provided to support the decision-making process; and enable the effective design and delivery of business operations.

Quality Systems and Service

- Contributes to the achievement of team goals for time, cost, and quality, by offering suggestions for improving current systems and procedures.
- Practices a continuous improvement approach by reviewing own work methods and maintaining a positive approach to solving problems/issues.
- Ensures that service levels for internal and external customers meet agreed standards by focusing on the application of quality work standards and methods and the timely delivery of agreed services.

Expected results:

- High quality outputs and advice are provided that meet the required needs or goals.
- Decision making is considered, and evidence based.

Information Gathering and Analysis

- Ensures a sound knowledge basis for future operations by monitoring developments, collecting data/information, and liaising with subject matter experts / stakeholder groups.
- Contributes to the quality of the Commission's operational procedures and related efforts, by actively participating in discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results.

Expected results

- Sufficient information is gathered to support fit-for-purpose analysis required by the work.
- Trust and confidence is earned by Project Sponsors, stakeholder groups, Management and the Board through the provision of high quality information and expert advice that is readily accessible, robust, and addresses the issues raised and helps them make decisions.

Relationship Management

- Contributes to higher effectiveness levels for the Commission by identifying developing and maintaining an appropriate network of contacts with stakeholders.

- Ensures that business relationships are maintained at an agreed level by developing, implementing, and maintaining a quality oriented, timely, and service-focussed approach in work programmes and services provided.
- Maintains high ethical standards of conduct.

Expected results

- A demonstrated commitment to acting with customers in mind and gaining their trust and respect.
- Effective and healthy working relationships are built and maintained with project sponsors, stakeholders and subject matter experts.
- Appropriate conflict management is applied when required.

Team effectiveness and culture

- Contributes to team effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments and support to others which aim to improve team performance, employee motivation, and assisting other members of the team.
- Regularly demonstrates a positive, open and collaborative mindset when contributing to the team, organisation, values and activities of the Commission.
- Acts as an ambassador for the culture and values of the Commission by demonstrating them in all interactions with employees and stakeholders.
- Proactively resolve challenges and problems by demonstrating equality, collaboration and cooperation.
- Demonstrates sound judgement and decision-making through analysis, wisdom, experience, and judgment and collaboration with others.
- Provides back-up support to Business/Group team members in times of absence.

Expected results:

- The Commission's values are demonstrated through team behaviours, interactions and performance.
- Team culture is strong and there is a willingness to provide and receive effective feedback.
- Challenges are resolved effectively representing the team and/or organisation's best interests.
- The team operation is smooth and efficient and is uninterrupted when there are absences.

Financial Management

- Develops budgets based on government imperatives, agreed work programmes, and organisational priorities and affordability.
- Identifies, communicates, and manages budget requirements.
- Meets organisation financial/budgeting requirements by managing the adherence to approved budgets, communication of, and applying strict accountability systems for, expenditure, including the monitoring and reporting of expenditure.

Expected Results

- High quality and fit for purpose recommendations are delivered, supported by analysis and evidence.

Health, Safety and Wellbeing

- Takes reasonable care for your own health and safety and that of others at work.
- Proactively demonstrate adherence to the organisation's Health, Safety and Wellbeing related values, acting as an advocate and support for all our employee's wellbeing.

- Complies with the Commission's health and safety policies and procedures. Take action to improve health and safety record of the workplace. Ensures equipment and work areas are well maintained.
- Ensures timely and accurate reporting of any risks or hazards and potential risks or hazards so that they may be remedied.
- Promotes and advocate employee wellbeing, acting as a champion for wellbeing.
- Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
- Continuously engages with the team to enable them to actively participate in wellbeing activities and initiatives.

Expected results:

- The required health, safety and wellbeing policies and procedures are followed to look after oneself and others around.

Key competencies

- **Analytical Skills:** Ability to identify issues and analyse information to support the business to make considered decisions. Uses rigorous logic and methods to solve problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; uses first hand customer experience from research for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Teamwork:** The ability to quickly find common ground and solve problems for the good of all, representing his/her own interests and yet being fair to others in the group. The ability to solve problems with peers with a minimum of noise and is seen as a team player and cooperative easily gaining the trust and support of peers. Encourages collaboration and can be candid yet tactful with peers.
- **Good Judgement:** Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Critical Thinking:** Intellectual skills of analysis, sound reasoning, methodical thinking, using information wisely, and good logical problem definition and solving.
- **Environment Awareness:** Awareness of the economic, political, social and cultural context in which the individual and the Electoral Commission operate.
- **Communication:** The ability to express thoughts and ideas with clarity and present a consistent point of view both orally and in a written format.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal.
- **Continuous Improvement:** The ability and desire to seek and use better ways of doing things (to improve one's personal and the Electoral Commission's performance)
- **Professional Integrity:** The ability to act in a manner that conveys high personal and professional standards consistent with the principles of importance to the Commission and the State Sector. Develops and maintains trust and is seen to be someone who presents the unvarnished truth in an appropriate and helpful manner, keeping confidences, admitting mistakes and does not misrepresent him/herself for personal gain
- **Commitment to EEO:** The ability to apply EEO principles in the workplace.

Qualifications and technical skills

- A relevant tertiary qualification and/or at least 3 year's business analyst experience.
- Well-developed analytical skills with a keen eye for detail and the desire to probe deeper into data with the ability to formulate well-reasoned solutions.
- Proven project management, process management and data analysis skills.
- High level of computer literacy.
- High standard communication skills – both written and verbal.

Experience and knowledge profile

- Good understanding of the machinery of government, including planning, budgeting and reporting cycles.
- Ability to work effectively in a team environment.
- Ability to work under pressure to meet deadlines.
- Disciplined, systematic approach to work with an ability to prioritise.
- Experience in the translation of policy into practice.
- Experience in business planning and customer focus initiatives.
- Sound knowledge or ability to quickly acquire knowledge of the strategic, operating and legislative environment.

Public Service introduction

Ka mahitahi mātou o te ratonga tūmatanui kia whai tikanga ai te noho a 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.

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