

# Position Description

## Business Analysis Practice Lead

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| <b>Reports to</b><br>Head of Portfolio Delivery and Integration | <b>Location</b><br>Wellington | <b>Band</b><br>18 | <b>Date</b><br>April 2024 |
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### Role Overview

The Business Analysis Practice Lead is both an EPL subject matter expert and highly skilled analyst who provides leadership, guidance and direction for the Business Analyst practice, maximising the effectiveness of the team. The Practice Lead is responsible for managing and growing the development practice and providing industry expertise to both leaders within EPL and the team.

In this role a deep knowledge of their area is expected and will use this to develop tactical and strategic solutions for the organisation, while fostering a collaborative and high performing culture.

### Key Responsibilities and Accountabilities

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| <b>Business Analysis</b> | <p>Lead the planning, implementation, and introduction for projects for new systems and technologies.</p> <p>Set and monitor standards for documentation of business analysis artifacts such as business requirements, business processes, user guides and documentation.</p> <p>Provide business analysis expertise to support business change, production issues, enhancement requests and new application requests.</p> <p>Provide recommendations based on analysis of information and data, and prepares requirements, specification and designs business processes.</p> <p>Conduct data analysis, review data sets for problem identification and control reconciliations utilising SQL and other tools as required.</p> <p>Develop and maintain business process documentation.</p> <p>Ensure testing requirements are integrated into the business analysis process, including review of test plans and performing selected User Acceptance testing activities.</p> <p>Assist in process modelling of new and existing business processes.</p> |
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|                            | <p>Work closely with stakeholders to understand and document business needs, ensuring clarity and alignment with organisational objectives.</p>  |
| <b>Business Management</b> | <p>Set and monitor standards for business analysis documentation.</p> <p>Ensures accurate quality assurance processes are in place for all work.</p> <p>Set and manages standard documentation and ensures assurance processes are in place for all work produced.</p> <p>Actively implements processes for management of risks and obstacles.</p> |
| <b>Resource Management</b> | <p>Develop capabilities within the team, providing support and guidance as required, driving them to succeed.</p> <p>Able to manage technical capability with deliverables.</p> <p>Create succession plans for staff, focusing on career paths and proactive development of skills and capabilities.</p>   |

## Leadership Expectations

The following Leadership expectations apply to this role.

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| <b>Lead Self</b> | <p>Demonstrate the EPL values - Treat everyone with respect; works as a team; make things easier; improve through understanding; learn through doing.</p> <p>Maintain positive relationships.</p> <p>Hold yourself accountable.</p> <p>Be agile and adaptive.</p> <p>Show courage.</p> |
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| <b>Lead People</b>   | <p>Build trust and connection and have regular conversations to discuss performance, wellbeing, and development.</p> <p>Build and maintain an engaged, inclusive, and high performing team to deliver on current and future work priorities.</p> <p>Set and communicate clear performance expectations (delivery and behaviours).</p> <p>Hold team members accountable for their performance and address under performance (including behavioural issues) early.</p> <p>Empower and support performance and growth through coaching, honest feedback, positive reinforcement, and development opportunities.</p> |
|  | <p>Recruit, onboard and offboard employees in a way that enhances the employee experience.</p>   |
| <b>Lead EPL</b>  |  |
| <b>Strategic Planning</b>                                      | <p>Actively contribute to creating and maintaining a strategy that aligns actions, plans and resources with business objectives.</p>   |
| <b>Business Planning</b>                                       | <p>Plan and take actions that ensure a sustainable workforce now and into the future, including developing succession plans.</p> <p>Define and prioritise initiatives across the medium and short term that align with the EPL strategy and objectives.</p>  |
| <b>Financial Management and Strategic Financial Management</b> | <p>Make decisions that support the effective use and control of EPL financial resources, within budget and delegations.</p> <p>Ensure financial decisions align with the long-term goals of EPL, maximise value and mitigate risk.</p>   |
| <b>Risk Management</b>   | <p>Identify, assess, mitigate and record risks arising from internal process, people, systems or external events that could potentially disrupt business operations and/or breach legislative requirements.</p> <p>Escalate risks that cannot be sufficiently mitigated within your span of control.</p> <p>Take collective responsibility for enterprise risk management and understand the cumulative impact of risks across the organisation.</p>   |

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| <b>Contract and Supplier Relationship Management</b>                      | Actively manage contracts for supplies and products in a way that ensures delivery in accordance with the agreed performance standards and provides value for money for EPL.  |
| <b>Customer Orientation, Continuous Improvement and Quality Assurance</b> | <p>Consider the customer perspective, needs and satisfaction in all aspects of business strategy and operations.</p> <p>Approach operations with a continuous improvement mindset, working to enhance products, processes and services incrementally over time.</p> <p>Assure performance and quality objectives are being met through regular assessments and reviews.</p> <p>Take appropriate action where performance is below standard.</p> |

## Required Experience, Skills and Knowledge

To be successful in this position you will need:

- A Bachelor’s degree or equivalent experience in relevant technology fields
- Experience managing and leading people
- Experience in leading the planning, implementation and introduction of projects for new systems and technologies.
- Experience in overseeing the work of other Business Analysts, including managing and providing subject matter expertise on process and best practice for requirements elicitation.
- Experience in the development of current state baselines, future state modelling and business requirement gathering and documentation.
- Experience of analysing complex issues and developing effective options for action
- Strong understanding of business process mapping and business process reengineering and experience with a relevant toolset.
- Strong experience in the process of gathering, analysing, storing and disseminating detailed information in a user friendly format.
- Excellent communication skills with the ability to communicate at both a general business and technical level
- The ability to build strong relationships with key stakeholders and customers
- A working knowledge of Agile frameworks