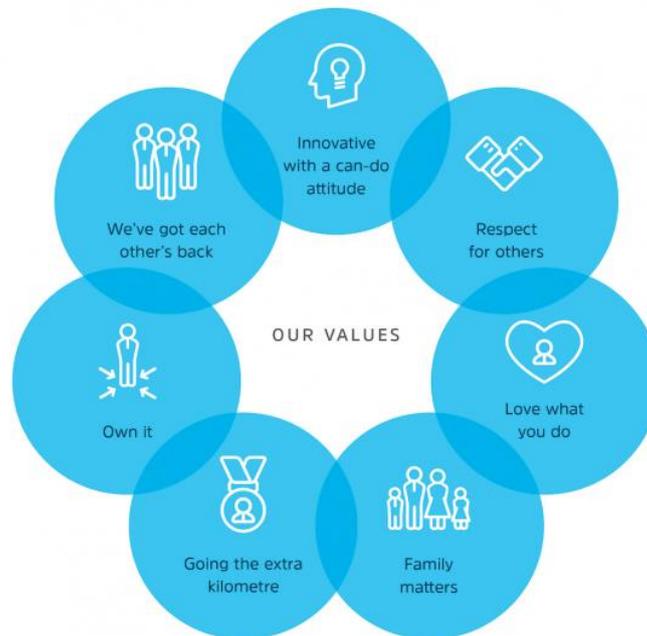


Position Description

Position:	Business & Data Analyst
Reports to:	Chief Digital Officer
Location:	Christchurch
Group:	Switched on Management
Direct Reports:	Nil

Values:



Financial Authority to Act:	Nil
Decision Authority to Act:	Nil

Position Description and KPI Acknowledgement

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

I have read, understood and agree to comply with the above position description and KPI's.

Employee Signature: |

| Date: |

Key Performance Indicators – Functional Accountability Chart

Area of Accountability	Core Responsibilities and Typical Activities	Measurement of Performance
Purpose	<p>The Business and Data Analyst (B&DA) will be responsible for leading, co-ordinating, managing & supporting the use of core business systems & business process automation & continuing upgrade & enhancement activity across these areas, to ensure SOG gain maximum business value from investments. The B&DA will leverage their knowledge of business systems and data to create, develop and continue to advance analysis, reporting and statistical capabilities. Using their strong analytical skills, the B&DA will evolve data into information and information into insight which informs business decisions and provides insightful performance metrics as well as identifying areas for improvement and innovation.</p> <p>Along with the CDO, the B&DA will establish and maintain effective relationships with vendors to ensure ongoing lifecycle management and continual evolution across business and reporting systems in support of SOG strategies.</p>	
Values	<p>Demonstrates Switched On' values daily and is passionate about Enhancing Environments.</p>	<ul style="list-style-type: none"> Adherence to the Switched On Values
Professional Development	<p>Undertakes professional development required to meet expectations of role</p>	<ul style="list-style-type: none"> Consistent with 1:1 and annual milestone achievements BHAG goals achieved
Requirements Capture	<ul style="list-style-type: none"> Investigate, record, analyse & scope user & business requirements, obtaining sign off from requestors that these are accurate Identify any overlapping requirements & business processes across the wider organisation Make recommendation to CDO for business processes requiring refinement Document user requirements in an easy-to-understand format, enabling sign off from the business that requirements capture needs 	<ul style="list-style-type: none"> All tasks are completed competently & accurately, within required time frames Systems are monitored & issues communicated to minimise any loss of business Confirmation from users that requirement capture matches their needs Clarity demonstrated of how requirements fit into overall business process automation/solution strategies
System Design	<ul style="list-style-type: none"> Translate user requirements into high quality, concise formal business requirements Design documents accurately reflecting business needs Engage with vendors regarding how requirements can be met, obtaining scope, costings & driving process for sign off For new requirements, investigate best solution match in line with SOG system strategy frameworks 	<ul style="list-style-type: none"> Documents can be clearly understood by internal & external solution teams Solutions, in support of requirements, are clearly identified & clarity of scope & cost is obtained allowing scope formulation for sign off
Data, Reporting and Analysis	<ul style="list-style-type: none"> Work directly with management and users to identify reporting and analytical requirements, including critical metrics and KPI's, and deliver actionable insights to relevant decision-makers Create best-practice reports based on data mining, analysis and visualisation Create and maintain rich interactive visualisations through data interpretation and analysis integrating where required various reporting components from multiple data sources 	<ul style="list-style-type: none"> Data, reports and analysis provide meaningful and timely information and insights to help the business make faster and more informed decisions.

	<ul style="list-style-type: none"> • Proactively analyse data to answer key questions from stakeholders or out of self-initiated curiosity with an eye for what drives business performance • Identify trends and opportunities, investigate and communicate areas for improvement in efficiency, customer service and productivity • Develop, implement and maintain leading-edge analytic systems 	
Life Cycle and Relationship Management	<ul style="list-style-type: none"> • Work alongside vendors on new initiatives, ensuring these meet business needs • Formulate testing plans & action these individually & with internal business users • Coordinate implementation initiatives, working with vendors & business users • Ensure user, process & training documentation is updated & deliver user briefings & training, where required, approaching technical concepts in plain English, appropriate to the audience • Complete project documentation • Attend & lead meetings, as required. updating users as activity progresses • Attend other training, as required • Establish & maintain close working relationships with all areas of the business • Identify key users & leverage their knowledge & experience for input to work efforts • Maintain close working relationships with external vendors & suppliers, via regular progress meetings 	<ul style="list-style-type: none"> • Initiatives are successfully deployed, meeting the needs of the organisation • System users are well supported, aware of system capabilities, involved in & kept updated against new initiatives • Users are trained, demonstrate all relevant, current procedures & practices & are actively encouraged to increase competency • Clear & correct instruction & information is provided • Proactive attitude to meetings, contributing constructively, as required • Proactive & beneficial relationships formed, maintained & improved with users, vendors & suppliers, ensuring maximum gain from systems being used
Work Management	<ul style="list-style-type: none"> • Manage a variety of tasks concurrently & show flexibility of work patterns, to meet delivery timeframes & changing priorities • Suggest new processes or frameworks to improve efficiency & effectiveness of function • Formulate and manage a Business & Reporting User Group forum; ensuring group meets & continues to meet regularly, is abreast of activities & priorities are negotiated • Manage software licenses to ensure SoG remain legal & compliant • Conduct any additional duties, as required by the CDO, or other member of senior management team 	<ul style="list-style-type: none"> • Priorities are aligned to business needs • Business & Reporting User Group remains informed & actively engaged
Financial Performance	<ul style="list-style-type: none"> • Ensure coordination of work priorities in line with business commercial needs, expectations & budgets • Ensure Software Licensing Budget expenditure remains in line with budget • Ensure adequate scoping of works, including: clarifying full costs, seeking sign off, identifying budget & managing works against budget 	<ul style="list-style-type: none"> • A strong focus on budget is displayed & financial performance consistently meets budget • Software Licensing costs remain in line with budget

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- Maximize the effective performance of the environment under your control
-

Key Competencies

Skill / Technical Competencies

- Business Analysis, Data Analysis, Solution Design, Business Process Mapping, Reporting and Analytics, Project Management of system solutions
- Relevant Degree/Qualification and/or significant related practical experience
- Strong professional manner, in combination with fun, 'can-do' attitude
- Highly self-motivated & able to work both unsupervised & as part of a team
- A high level of mathematical ability and understanding of programming/scripting/BI tools - such as SQL, macros, scripting, visualisation and BI tools
- The ability to analyse, model and interpret data
- A methodical and logical approach with strong problem solving skills
- Confidence & ability to provide user support & deliver effective training
- Aptitude to engage with & manage external vendors & delivery
- Receptive to new ideas & a willingness to embrace change
- Excellent relationship management skills & ability to establish credibility with a variety of audiences
- Excellent planning & organisation skills, including time management & workload prioritization
- Demonstrates strong interpersonal, communication & administrative skills
- Able to multitask, prioritize & problem solve efficiently & effectively
- Excellent written and verbal communication skills