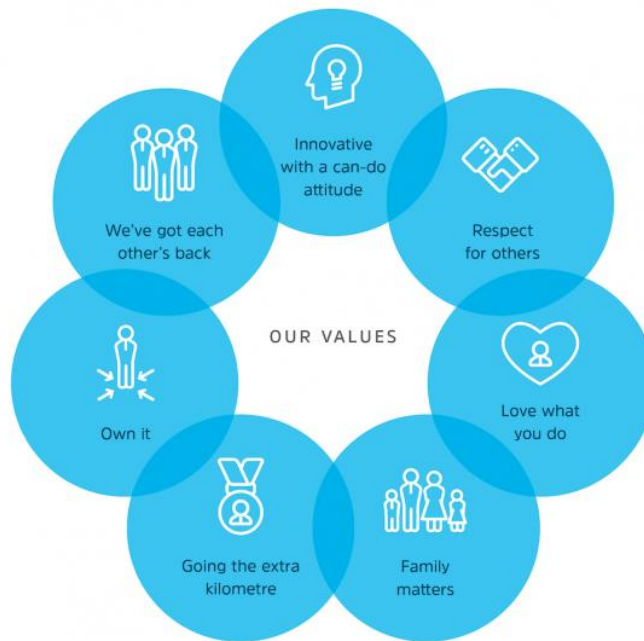


Draft Position Description

Position:	Digital Business & Systems Analyst
Reports to:	Chief Digital Officer
Location:	Christchurch base (Remote Working option)
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 Digital Business & Systems Analyst (DB&SA) will be responsible for leading, co-ordinating, managing & supporting the breadth of business technologies, systems & business process automation & continuing upgrade & enhancement activity to ensure Switched On Group gain maximum business value across its digital systems and technology investments.</p> <p>You will work with different functional areas of the business to understand their business operations, processes, and requirements with a view to continual improvement through ongoing development of digital solutions. You will be the link between the business and vendors and applicable external parties, building effective processes for delivery of business improvements and ensuring excellent service and support.</p> <p>You will work with the CDO & CX Manager to establish a clear “way of working” ethos in support of SOG strategies, and ensure digital solutions and services are aligned to this. DX, UX, CX & EX will be a core underlying driver for all you do. Importantly assuring that all staff, users, trades etc have effective and ongoing training and support to ensure they obtain maximum benefit and value in using SO digital solutions.</p> <p>You will work alongside business colleagues leading and championing use of Business Intelligence Tools to improve reporting and analysis.</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

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 internal, 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 Business User Group(s) 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 • Ensure SOG remains compliant
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 • Maximize the effective performance of the environment under your control 	<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
Soft Skill Application	<ul style="list-style-type: none"> • Manages time & resources appropriately to ensure that all simultaneous projects are delivered on time. • Communicates both internally and externally relies on their written & verbal communication skills to reach the desired outcome. 	<ul style="list-style-type: none"> • Successfully manages multiple projects at the same time to deadline. • Uses written and oral communication to successfully communicate with customers & Kāinga Ora • Adapts well to change

	<ul style="list-style-type: none"> • Thrives in a changing environment and embraces the use of technology as an enabler to allow them to be more productive 	<ul style="list-style-type: none"> • Embraces technology as an enabler of productivity
Customer Experience	<ul style="list-style-type: none"> • Working on behalf of SOG, together with Kāinga Ora to build positive relationships in the homes & communities that we serve. 	<ul style="list-style-type: none"> • Positive feedback from customers • Positive feedback from Kāinga Ora • Positive ENPS results
Health & Safety	<ul style="list-style-type: none"> • Champion Health & Safety Team to ensure that Policy and processes become part of daily practice. 	<ul style="list-style-type: none"> • Customers kept safe • All Hazards Identified and Mitigated • Actively report Incidents and Accidents within 24 hours of occurrence • Known as a role model at Switched On for promoting a positive attitude to safety not just for self but for others too. • No Serious Harm Injuries • Actively seek out and pursue health and safety improvements

Key Competencies

Skill / Technical Competencies	<ul style="list-style-type: none"> • Business Analysis, Solution Design, Business Process Mapping, 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 • Understanding of programming/scripting/BI tools - such as SQL, macros, scripting, visualisation, and BI tools • 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
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