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| Business Data Analyst MSD – *services for the future* |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| ****Our strategic direction**** |
| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |
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| ****Our Values**** |
| **Manaaki**We care about the wellbeing of people | **Whānau**We are inclusive and build belonging | **Mahi tahi** We work together, making a difference for communities | **Tika me te pono**We do the right thing, with integrity |
| ****Working in the Public Service****Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, 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. |
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| The outcomes we want to achieve |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |
| We carry out a broad range of responsibilities and functions including |
| * Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
 | * Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| ****He Whakataukī\***** |
| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |
| **\*** We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī |

## Position detail

MSD – *services for the future*

MSD – *services for the future* programme is about MSD’s future role and how we can make a bigger and better difference for New Zealanders. It will help us achieve the shifts we want to make to achieve our strategic goal, Te Pae Tawhiti.

*Services for the future* will position us to deliver the changes to the welfare system the Government requires.

Achieving our vision will be a multi-year journey for MSD.

This is a once in a generation change to the way MSD delivers services to New Zealanders and our opportunity to set up MSD for the next 30 years. The programme is a major undertaking, delivering significant benefits to over a million New Zealanders who access MSD support and services. This is an unrivalled opportunity to be involved in MSD’s journey.

Overview of position

The role of a Business Data Analyst within the MSD – *services for the future* Programme is to provide quality advice and skills to enable an effective transfer of business requirements into a form/formats where these can be transformed into data assets, dashboards and reporting. This role will work with teams to define, document, and then manage through the lifecycle (traditional or agile) business change requirements.

The Business Data Analyst will also:

* participate in key deliverables of the workstream in the MSD – *services for the future* Programme work across a range of source applications, data and datamarts
* work independently
* take business feedback and develop a backlog of changes/requirements to improve the knowledge taxonomy and job matching capabilities.
* You will work closely with the employment portfolio stakeholders, while embedded in a project team to enable the Digital Employment Service taxonomy and job matching requirement.

Group Purpose

The Transformation group is responsible for co-ordinating and driving strategic change across MSD to improve its effectiveness, efficiency and impact through people, process, information, and technology in an integrated way. The group has the accountability of driving MSD – services for the future, MSD’s integrated work programme and MSD’s improvement, systems, and technology capability.

Location

National Office, Wellington

Reports to

Director, Service Delivery

## Key responsibilities

Requirements Management

* Collect, document, interpret, analyse, and confirm specifications for new, enhanced or changed requirements from the business
* Train and learn in a new system for helping employment outcomes for MSD clients.
* Collaborate with data and vendor subject matter experts i.e. Lead Engineers, Data Engineers
* Conduct Impact Assessments on existing data assets and define work packages to implement
* Assist with the collection and analysis of data using appropriate methodology and templates
* Capture business goals/needs effectively. Clarify and develop objectives and key issues in a structured manner
* Creates succinct, easy to read documents appropriate to the audience, that addresses business requirements and clearly explain complex issues or technical aspects
* Present and reflect coherent arguments and requirements back to the business and confirm further action
* Provide sound advice to both IT team/s, business units, Portfolios from a business and/or technical perspective

Systems Design

* Confirm with parties the suitability of proposed solutions including an Assessment of Impact
* Analyse confirmed requirements
* Prepare and/or Quality Assurance (QA) specifications for/from stakeholders for simple changes
* Develop appropriate logical/technical solutions
* Prepare and/or QA technical specifications for/from Data Engineers for complex changes
* Produce logical/conceptual designs from requirements specifications
* Maintain up-to-date repositories (i.e. Requirements specifications, Taxonomies, data dictionaries, Technical specifications).

User Acceptance Testing (UAT) Support

* Negotiate acceptance criteria
* Manage introduction to acceptance through liaison with testing area and engineers
* Provide test strategies and advice in the preparation of suitable testing scenarios/tests and data
* Manage requirements issues arising during testing
* Assist in business procedure testing
* Provide assistance, QA services etc. for UAT, as required.

Post-implementation support

* Manage Production Issues
* Provide or QA documentation for user release
* Provide advice/support for development of training programs
* Assist with diagnosing source application issues if/when issues arise
* Where issues require further development, support the issue through to resolution.

Project Work

* Develop successful project definition documentation and see the project through to a successful completion
* Add value to reporting and written communication within the team
* Identify risks, issues and manage and ensure sound processes and systems are in place to manage those risks so project goals are met.

Work Management

* Work in a team with guidance from leads and management.
* Provide appropriate feedback to manager
* Manage a variety of tasks concurrently and show flexibility of work patterns to meet timeframes and delivery.

Relationship Management

* Act as the trusted advisor and point of contact for all data enquiries from the business, proactively engaging with key stakeholders and providing quality advice, solutions and suggestions
* Build and maintain effective networks/relationships with both project and stakeholders, including regions, frontline leaders and strategic partners.
* Influence the business with solution designs using technical knowledge, expertise and experience with data and data products.
* Manage expectations of MSD IT, business units and portfolios
* Liaison with external organisations
* Contribute positively to the team environment to allow individual and team goals to be met
* Facilitate strong communication channels between the team and key IST and business contacts.

Personal Development

* Implement and maintain a personal development program which focuses on maintaining currency and enhancing skills in the areas of Data warehousing, Information Technology and Business Analysis
* Be proactive in identifying own training needs
* Maintain a reading program that covers recent developments in Data warehousing, DevOps/Data Ops and business analysis techniques
* Manage and assist with project work as required.

## Embedding Te Ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, Safety and Security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures

**Emergency Management and Business Continuity**

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* An appropriate tertiary degree (or equivalent experience) focusing on business information systems, business processing, re-engineering, mathematics, statistics, and/or business administration, certification in agile/Scaled Agile Framework (SAFe) project methodologies
* Knowledgeable in the use of data in taxonomies or equalient
* Knowledge of the SDLC (software development life cycle) and best practice processes
* Proven experience, knowledge of project delivery in both agile and hybrid
* Relevant experience of general business practice or specific MSD practices
* Accuracy and attention to detail including asset and documentation management
* An in depth understanding of technology solutions within the business environment
* Ability to access and extract data/information
* Understanding of data models and databases and how to extract information from them
* Proven capability for critical thinking in the analysis of requirements and development of solutions
* Problem solving and root cause identification skills
* Demonstrated success in building, maintaining and influencing positive working relationships
* Working knowledge of a variety of software packages & cloud services
* Ability to manage multiple tasks and priorities, analyse complex problems and suggest appropriate solutions.
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to the audience). Provide peer support and mentoring to junior staff members

## Attributes

* **Attention to detail** - Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time
* **Work standards** - Setting high goals or standards of performance for self
* **Project planning/management** - Establishing a course of action for self or others to accomplish a specific goal, planning appropriate allocation of time and resources
* **Problem identification and resolution** - Evaluating situations and identifying existing problems or opportunities or visualising potential problems or opportunities. Using the information obtained, understanding the pros and cons of each alternative and choosing the most appropriate alternative
* **Teamwork** - Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one’s behaviours on others
* **Communication** - Expressing ideas effectively in written communication, in individual and group situations (including non-verbal communication) adjusting language or terminology to the characteristics and needs of the recipient
* **Backlog development –** actively turn business needs into user stories and priority work items that align to the business outcomes
* **Initiative** - taking action to achieve goals beyond what is required; being proactive
* **Influencing** - Using appropriate interpersonal styles and methods to guide individuals toward goal achievement; modifying behaviour to accommodate tasks, situations, and individuals involved.

## Key Relationships

Internal

* MSD – *services for the future* Programme
* Data Management and Information Delivery Management and staff across all levels
* Agile teams
* Product Owners
* Business Representatives
* Policy and Practice Representatives
* Service Design Teams
* Improvement, Systems and Technology group (IST)
* Organisational stakeholders

External

* Cross Agency/Sector
* Vendors

## Other

Delegations

* Financial – No
* Human Resources - No

Direct reports - No

Security clearance - No

Children’s worker - No

Position description updated: June 2025