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**Senior Business Rules Analyst**

**MSD – *services for the future***

**Our purpose**

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

**Our commitment to Māori**

As 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**



**Our Values**



**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.

**The outcomes we want to achieve**

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| 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
* Disability Support Services

**He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakeke  Kei 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 flaxbush  Where 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

MSD – *services for the future*

MSD is embarking on a bold new journey—one that will refine our role and amplify the impact we have on the lives of New Zealanders. Through this transformation programme, we are setting the foundation for a **stronger, smarter, and more responsive future**, ensuring we can make a bigger and better difference for the communities we serve.

At the heart of this change is our strategic vision, **Te Pae Tawhiti**—our guiding light as we shape the welfare system to meet the evolving needs of New Zealand. This is not just an adjustment; **it’s a once-in-a-generation transformation** that will empower MSD to deliver vital services in a way that truly makes a difference.

Change of this scale doesn’t happen overnight—it’s a **multi-year journey**, one that requires dedication, innovation, and a commitment to excellence. But the rewards are immense. **Over a million New Zealanders rely on MSD’s support and services**, and this programme ensures we can provide them with the best possible experience, today and for the years ahead.

This is an **unrivalled opportunity to be part of something extraordinary**—a chance to shape the future of MSD and be at the forefront of a historic evolution. Together, we will create lasting impact and build a system that stands the test of time.

**Position details**

**Overview of position**

The Senior Business Rules Analyst is responsible defining, designing, and managing business rules that underpin operational processes, decision logic, and digital systems as we move to our future state operating model.

This role ensures that business rules are accurately captured, consistently applied, and aligned with organisational goals, regulatory requirements, and system capabilities.

**Location**

National Office, Wellington

**Reports to**

Functional People/Resource Lead

Matrix reporting to Delivery team leadership role

**Key responsibilities**

**Business Rules Analysis**

* Lead the analysis, documentation and validation of business rules across systems and processes, ensuring clarity, consistency, and traceability as we move to our future state model.
* Work closely with business SMEs, analysts, architects, and developers to elicit, validate, and refine business rules, ensuring they are documented and mapped accurately, and aligned with wider business process governance.
* Establish and maintain a centralised repository of business rules, including version control, change management, and audit trails, ensuring that deliverables comply with regulatory standards and internal policies, and support audit and assurance activities.
* Use decision modeling techniques to represent complex decision logic and support automation initiatives.
* Identify opportunities to optimise or automate business rules to improve efficiency, accuracy, and customer experience.

**Building capability**

* Support capability uplift across the organisation through the design and delivery of business rules processes that can be utilised within wider organisational context.
* Ensure connection and collaboration with wider communities of practice across the organisation as it related to business process mapping.

**Stakeholder management**

* Build and maintain strong working relationships across the programme to understand business needs and provide integrated solutions.
* Provide guidance and tactical support (including standards, templates, and guidelines) to those working on the programme.
* Maintain close working relationships with those managing the current state business capabilities and practices to support future alignment and understanding.

**Embedding te ao Māori**

* Embedding and building on Te Ao Māori within their leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

**Health, safety and security**

* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

**Emergency management and business continuity**

* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

**Know-how**

* Extensive experience in business rules design and management within complex or regulated environments.
* Strong analytical and logical thinking skills with attention to detail.
* Proficiency in business rules management systems and decision modeling tools
* Excellent communication and facilitation skills to engage diverse stakeholders.
* Experience managing relationships in a fast-paced and complex environment, with multiple stakeholders and priorities.
* Strong communicates skills with the ability to present complex information to diverse audiences.
* A demonstrated commitment to the provision of quality services and delivery of results

**Attributes**

* Highly organised and able to adeptly navigate across teams and subject areas within complex environments.
* Ability to remain calm and exercise sound judgement when under pressure.
* Proactive and solutions-focused, with the ability to manage competing priorities.
* Comfortable working in a fast-paced, dynamic environment.
* Excellent analytical and problem-solving skills – able to gather all necessary information and produce thorough and sound advice.

**Key relationships**

**Internal**

* Domain design leads
* Policy and Operational Policy Teams
* Product Managers and Product Owners
* Technology and Architecture Teams
* Business Analysts
* Process Analysts
* Risk & Assurance Teams
* Internal subject matter experts

**External**

* Transformation Partner and Consortium

**Other**

**Delegations**

* Financial – No
* Human Resources – No

**Direct reports – No**

**Security clearance – No**

**Children’s worker – No**

Limited ad hoc travel may be required.

**Position description –** September 2025