# Ministry of Social Development logo

# Senior Process 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

## Position detail

MSD – *services for the future*

MSD – *services for the future* (the 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 transformation 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 Senior Process Analyst will be responsible for evaluating and improving business processes, and resolving issues impacting business outcomes to clients. Working with the Director, Product Owners, Delivery Lead, Subject Matter Experts, Business Analysts and other teams, the Senior Process Analyst will map processes and workflows, identify and plan to resolve issues end to end, ensuring alignment with operations policy and process frameworks. Once prioritised for implementation, the Senior Process Analyst will co-ordinate the design, development, and implementation of process resolution activities monitoring outcomes and leading optimisation activities..

The key to success will be a strong client experience focus, ability to see the big picture, a collaborative and influencing style and a relentless desire to improve the way we do things, ensuring successful delivery of the MSD – services for the future and workstream outcomes.

### Location

National Office, Wellington

### Reports to

Director

## Key responsibilities

### Process Analysis and Improvement

* Lead the analysis of current business processes, identify inefficiencies, and recommend improvements.
* Develop process maps, workflows, and documentation to visualise as-is and to-be states, ensuring alignment with the MSD Enterprise Business Process Architecture and Business Process Management standards.
* Analyse and leverage data to measure process performance and translate findings into insights to support process improvement
* Contribute to practice development that lifts overall process maturity
* Conduct workshops, interviews, and fit-gap analyses to identify opportunities for process enhancement.
* Seek out and ensure that all available feedback on process performance including client perspective via complaints or other mechanisms are included in the performance assessment of our processes.

### Implementation and Resolution

* Coordinate end-to-end implementation of process resolution activities, from initial identification through to successful delivery.
* Develop implementation plans for prioritised process resolution initiatives, including timelines, resource requirements, and success metrics.
* Support the design and validation of workflow automation solutions to improve operational efficiency.
* Lead the transition of process improvements from design to implementation, including change management activities and stakeholder engagement. Act as a liaison between business and technical/solution teams, ensuring clear communication of process needs.
* Support the smooth adoption of new processes

### Documentation and Standards

* Create and maintain process documentation, including SOPs, policies, and governance models, ensuring alignment with MSD Business Process Management standards and templates.
* Monitor and evaluate implemented process changes to ensure they effectively resolve the identified business issues and improve client outcomes.

### Risk and Issue Management

* Proactively raise risks and/or issues as they are identified and lead work to mitigate or resolve them.
* Promote and support improvements that may be utilised through greater or different use of technology, process design or reconfiguration or allocation of role responsibilities.

### Stakeholder Management and Communication

* Act as a liaison between business and technical/solution teams, ensuring clear communication of process needs.
* Build sustainable relationships with a variety of stakeholders and ensure that all relevant stakeholders are kept informed.
* Use strong influencing skills to increase opportunities for key stakeholders to 'buy in' or support development of options, programmes, or services.
* Provide participative representation at external meetings and interagency briefings taking a leadership role as appropriate.
* Build and maintain excellent relationships and partnerships with internal and external stakeholders.

### Leadership and Teamwork

* Provide mentoring, support, and guidance to other members of the team.
* Provide leadership within the project team where required.
* Lead or support process improvement work
* Collaborate with cross-functional teams to ensure process resolution activities are implemented effectively and aligned with the Programme's goals.
* Provide proactive support to the broader team and keep them fully up to date and aware of issues and developments.

## 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

* Proven leadership experience in business process management.
* Strong business process management skills, including workshop facilitation, process design, and process mapping.
* Strong understanding of industry-standard process mapping notation.
* Understanding of business rules and their traceability and connection to business processes
* Excellent relationship management skills with a demonstrated ability to collaborate across diverse teams.
* Strong written and verbal communication skills.
* Analytical ability to optimise processes and apply customer experience principles.
* Proven experience in process analysis, training, and documentation.
* Experience in business, data and/or process analysis activities using structured approaches.
* A proven record in establishing, building, and maintaining effective and cohesive working relationships.
* Clear and articulate communicator demonstrated by high levels of written and verbal presentations.
* Experience in a client service organisation with high transactional volumes.
* Proven capability for critical thinking in the analysis of pain points/problems and development of solutions.

Understanding of Agile principles and proven examples of identification and implementation of process improvements which have increased process performance.

**Attributes**

* Excellent planning and organisational skills.
* Ability to maintain a client centred perspective.
* Flexible, adaptable and pragmatic.
* Curiosity about how things work and a keen eye for detail.
* Excellent analytical skills.
* A collaborative style and ability to work well with others.
* Excellent communication skills both verbal and written.
* Strong organisational skills with the ability to multi-task prioritise and escalate where necessary.
* Good relationship management skills demonstrating the ability to establish and maintain effective working relationships.

### KEY RELATIONSHIPS

### Internal

* Transformation Programme
* Transformation Governance
* Transformation Leadership
* Programme Management Office
* Service Delivery
* Wider stakeholders across the business (as required)

### External

* Transformation Partner and their Consortium
* Contracted providers
* Other government agencies and departments

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker – No

Limited ad hoc travel may be required