# Disability Support Services and Ministry of Social Development, Te Manatū Whakahiato Ora

# Business Analyst (System Improvement)

## 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

## **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

### Overview of position

The Business Analyst (System Improvement) supports targeted improvement projects aimed at strengthening the quality, safety, and consistency of disability support services delivered by providers.

This role plays a key part in analysing service performance, identifying root causes of quality issues, and contributing to the design and implementation of initiatives that improve outcomes for disabled people and their whānau.

Working closely with quality advisors, subject matter experts and providers, the Business Analyst gathers and interprets data from audits, complaints, incidents, and service user feedback to inform evidence-based improvements.

The role supports the development of tools, templates, and reporting mechanisms that help providers understand and meet quality standards and contributes to tracking the impact of change initiatives on provider practice and service quality.

As part of a broader service and system improvement team, across DSS and MSD, the Business Analyst helps ensure that quality and service improvement efforts are well-targeted, measurable, and aligned with sector standards and the principles of Enabling Good Lives.

### Location

Various

### Reports to

Manager Quality Improvement

## Key responsibilities

* Analyse service performance data including audit results, incident reports, complaints, and provider reporting to identify trends, gaps, and opportunities for improving service quality and outcomes.
* Support the design, planning, and delivery of system and service improvement projects that focus on provider capability, quality of care, and consistency in service delivery.
* Collaborate with project teams, quality advisors, and providers to develop practical tools, processes, and guidance that support the implementation of improvement initiatives.
* Develop and maintain monitoring and reporting frameworks to assess the effectiveness and impact of quality improvement activities over time.
* Translate complex information into accessible insights to inform decision-making and support continuous improvement at both the provider and system levels.
* Ensure technical information is presented in ways that is accessible for diverse audiences including disabled people, whānau, and provider networks to ensure improvement work is grounded in lived experience and aligns with Enabling Good Lives principles.
* Contribute to building internal and sector capability by sharing analytical insights, supporting training initiatives, and embedding quality-focused practices in service design and delivery.

## 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 qualification (or equivalent experience) focusing on for example: business information systems, business processing, statistics, and/or business administration, certification in quality improvement / sound project methodologies
* Strong experience as a Business Analyst working in a range of project environments.
* Understanding of Business Analyst work allocation.
* Ability to translate and package requirements into work to be delivered by a project or programme.
* Proven ability in critical thinking, analysis, and the development of business solutions
* Ability to manage multiple tasks and priorities, in a changing and dynamic environment.
* Experience in investigating and analysing moderately complex problems and reaching sound conclusions.
* Ability to provide high quality, balanced analysis, and advice on a range of specialist issues and/or on issues of the highest complexity within specified timeframes.
* Demonstrated success in building and maintaining positive working relationships.
* Proficient user of productivity tools including Word, Excel, Outlook, and specialist project tools such as Visio, PowerPoint, Jira, Confluence and SharePoint.
* Familiarity with working in a public sector environment.
* Experience using a range of metrics, tools and methodologies that enable analysis of data and information.
* Formally trained in business analysis skills and techniques or possesses a good level of business analysis proficiency learned on the job.

## Attributes

* Strong interpersonal skills with the ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion
* Exercises sound judgement and political sensitivity
* Strong planning and organisational skills – able to manage time effectively, work on more than one project at a time and prioritise work to meet competing deadlines
* Sound problem solving and analytical skills – seeks information from a variety of sources, identifies cause and effect, recognises trends, understands risks and is able to mitigate, thinks strategically
* Good communication skills with the ability to communicate technical information in a business context and to operational teams
* Strong analytical and problem-solving skills, ability to absorb numerous sets of data and to draw accurate conclusions
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Flexible, adaptable and pragmatic
* Strong client focus
* Business acumen
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* Quality Assurance & Improvement team
* DSS Leadership team
* DSS clinical leads (as required)
* DSS Operational Delivery Team
* Other DSS and MSD business groups
* Counterparts and staff across MSD and DSS

### External

* DSS providers and disabled people where required
* Providers delivering quality assurance and improvement services
* Key provider agency networks and forums
* Professional networks
* Other government agencies
* Other relevant parties as required

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** July 2025