

**Business Analyst**

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## About Whaikaha - Ministry of Disabled People

### Our Purpose

At Whaikaha, we want a New Zealand where disabled people and tāngata whaikaha Māori are thriving.

We work with Deaf, disabled people, tāngata whaikaha Māori and Turi Māori, their families, whānau and communities, to drive real and meaningful change.

We can achieve more impact by working with others, so collaboration and relationship building across central and local government, businesses, iwi and hapū, is key.

### Our working environment

Our team reflects the communities that we serve, and this is a strength we draw on in our everyday work. We care about the wellbeing and success of our people and seek to provide a supportive and inclusive working environment. We are committed to meeting the accessibility needs of our people through reasonable accommodations.

### Working in the Public Service

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 both the current Government and successive governments to develop and implement their policies, as well as supporting the government’s relationships with Māori under the Treaty of Waitangi.

### Te Tiriti o Waitangi

Te Tiriti o Waitangi (the Treaty of Waitangi) underpins our work and we are committed to giving effect to Te Tiriti through kāwanatanga, rangatiratanga, and ōritetanga. Whaikaha values and supports the voices of tāngata whaikaha Māori, Turi Māori and recognises them in the context of their whānau, hapū and iwi.  Our team works alongside tāngata whaikaha Māori, Turi Māori, whānau, hapū, iwi and communities to affirm their aspirations and work together to give effect to Te Tiriti.

## Your place in Whaikaha

The Business Analyst reports to the Director, Change within the Strategy and Enablement Business Group and will undertake both analysis and coordination tasks required for the Accessible Workplace project. This is a fixed-term role given the role is supporting a one-off project.

## About the role

The Business Analyst plays a vital role in planning, coordinating and implementing a key project for Whaikaha. This includes carrying out project management and reporting activities to ensure the successful delivery of project outcomes.

## How you will contribute

#### Analysis and guidance

* Identify and define business needs through stakeholder engagement.
* Facilitate workshops to gather requirements and co-design solutions.
* Translate business needs into technical requirements.
* Analyse and improve processes using tools like process mapping and gap analysis.
* Support project delivery by documenting business cases, functional specs, and user stories.
* Maintain up to date knowledge of the disability sector and understand the issues affecting disabled people.

#### Project management and coordination

* Ensure all work is well planned, efficiently using planning tools and methods to manage, monitor and report on progress and results.
* Maintain and produce detailed project documentation, reports, responses and presentations; manage filing and correspondence.
* Provide a high level of coordination support to any working groups associated with the project to enable successful delivery throughout the project lifecycle.
* Provide advice on available standards, methods, tools and techniques. Evaluate project performance and recommend changes where necessary.
* Proactively identify, assess and communicate project risks, issues and opportunities. Think laterally to define and implement responses.
* Manage and maintain the risk register and any other project registers.

#### Relationship Management

* Build and maintain collaborative and positive relationships across Whaikaha.
* Establish and maintain sound working relationships with key contacts at relevant government departments and agencies and other key stakeholders.
* Recognise and value the voice of the disability community.

#### Risk Management

* Manage and maintain the risk register and any other project registers.
* Keep the Director Change informed of any organisational risks you identify and take action or seek support to minimise their impact.

#### Embedding accessibility

* Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

#### Embedding te ao Māori

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti) into the way we do things at Whaikaha.
* Continuously build more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

#### Contribute to our team - Whaikaha team player

* Champion and contribute to a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* Familiarise yourself and comply with all Whaikaha policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

## What you will bring

We are committed to building and maintaining a diverse, inclusive and accessible workplace. While this section contains guidance as to the potential requirements for the role, it is not determinative or a complete list. We value the unique skills, strengths, perspectives and experiences that a diverse range of people may bring and will work with our people to make any reasonable accommodations needed to ensure they have a work arrangement suited to their specific needs.

To undertake this role successfully the incumbent will be a disabled person, tāngata whaikaha Māori, or have lived experience as whānau, or be able to establish credibility and trust with the disability community, as well as having empathy and a deep understanding of the unique and diverse experiences of disabled people.

#### Qualifications, experience and knowledge

* Successful experience in business analysis or related fields in a public sector context, for example:
	+ Proven ability to manage stakeholders and projects.
	+ Proven experience in preparing project plans, registers and reports.
	+ Expertise in modelling, gap analysis, and solution design.
	+ Experience in change impact assessments and benefits tracking.
	+ Strong understanding of government operations and policy context.
* Excellent prioritisation skills, ability to use initiative, work under pressure and meet deadlines in a dynamic environment.
* Wide ranging knowledge of business administration systems and processes and project management tools.
* Sound knowledge and experience of budget and financial processes.
* Understanding of Te Tiriti.
* Desirable:
Proficiency in Microsoft Copilot, with the ability to leverage AI tools to streamline analysis, automate workflows, and, ideally, design and deploy custom AI Assistants using low-code platforms.

#### Who you will be working with

#### Internal

* Director Change
* Other Strategy and Enablement Group team members
* Whaikaha kaimahi

#### External

* Government agency contacts
* Supplier contacts

## Delegations

The following delegations apply to this position:

* People and Culture – N/A
* Financial – N/A

**Position Description** **Updated:** September 2025