JOB DESCRIPTION
Analyst Continuous Improvement

ROLE TITLE	Analyst Continuous Improvement
SECTION/DIVISION:	Transformation and Improvement, Operations Division
REPORTS TO:	Senior Manager Continuous Improvement
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Provide business process analysis to enable the university to change its operations through the design and implementation of efficient and effective business processes. Assess business requirements and make evidence-based recommendations to support process improvements aimed at achieving a range of intended benefits. The role reviews and analyses the University's current business processes and maps and documents new processes to ensure business objectives are met. Collaboration with a wide range of stakeholders is essential to elicit requirements and ensure strategic and operational alignment.
ACCOUNTABILITIES:	Utilise business knowledge and commercial acumen to assist with conducting analysis of current and future business processes to ensure services meet operational requirements and the needs of students and staff. Specify business processes and requirements to a level that enables effective delivery of services. Prepare continuous improvement scoping and planning documentation. Identify and define process(es) scope and the costs, benefits and system support required for successful implementation. Plan the analysis activities; liaise with project and operational managers regarding analysis plans and the implementation of new processes into business as usual operations. Work iteratively with a wide range of stakeholders, facilitate scoping and processing mapping sessions. Effectively and efficiently elicit "as is" and future state processes. Identify and clearly define process requirements and priorities in a manner that can be understood by technical and non-technical staff. Analyse business needs and processes; identify alternative solutions or fit for purpose options; assess feasibility, risks, dependencies and limitations of proposed solutions; challenge business process design and minimise waste; and recommend new approaches with a view to creating tangible benefits to the University. Work with stakeholders to identify how changing business requirements may be delivered, through re-engineered processes.

Identify, refine and communicate new processes to users, customers and stakeholders. Support assessment of suitability of process design against stakeholder requirements and redesign processes as required. Contribute to the identification of training that will be required and resolve potential issues as they arise ensuring that solutions implemented are sustainable.

Analyse and consolidate information, and contribute to business cases to inform decision making. Select the most appropriate means of representing process requirements in the context of a specific change initiative or process change.

Provide plain language advice on process issues to non-technical audiences

Investigate, analyse and make recommendations regarding proposed changes to processes and systems.

Undertake analysis and inform business decisions or recommendations focusing on optimising business processes.

Where required, provide advice, analysis support and coordination for other small to medium sized process change/projects.

Proactively communicate and collaborate with internal customers and external stakeholders, from a variety of backgrounds, levels of skill and views of information delivery, technology solutions and business change. Support transformational change given the range of stakeholders, and complex technical environment with legacy systems and enterprise wide systems concurrently undergoing significant change.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal
Leaders, managers, and staff
Project sponsors and project managers
Strategy, Analytics & Reporting (SAR) unit
Change management unit

External
Tertiary institutions

QUALIFICATIONS & EXPERIENCE:

Essential
Tertiary level qualification (in business analysis, project management or a related field) and/or recognised qualification(s) appropriate to the role (e.g. Lean Six Sigma)
Relevant experience in scoping business driven requirements, including as-is and to-be analysis, and producing relevant documentation.
Proven ability to analyse and interpret information, deal with challenges creatively and achieve business, client focused solutions.
Experience mapping existing and designing new processes
Experience working with, and influencing a diverse group of stakeholders

Preferred
Tertiary level qualification.
Experience in process improvement initiatives.

TECHNICAL SKILLS AND KNOWLEDGE:	<u>Essential</u> Knowledge and experience of formal/structured business analysis tools, techniques and methodologies. Excellent business acumen, reporting and communication skills Excellent analytical and problem-solving abilities. High degree of computer literacy and numerical data analysis skills - Advanced Excel.
SPECIAL REQUIREMENTS:	Nil
DIRECT BUDGET ACCOUNTABILITY:	Nil
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Analyst Continuous Improvement

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
Communicate clearly, actively listen to others and respond with respect	*Provide customer centric services in-line with the University's and organisational objectives*	*Collaborate with others and value their contribution*	*Gain consensus and commitment from others and resolve issues and conflicts*
INTERMEDIATE	ADEPT	INTERMEDIATE	INTERMEDIATE
Focus on key points and speak using plain language Clearly explain and present ideas and arguments Display active listening and ask appropriate, respectful questions Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon	Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers Maintain good relationships with key customers in area of expertise	Build a supportive and co-operative team environment Share information and learning across teams. Support others in challenging work situations Acknowledge outcomes which were achieved by effective collaboration Engage other teams or work units to share information and solve issues and problems jointly	Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Keep discussion focused on the key issues

⦿ ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
Achieve results through efficient use of resources and a commitment to quality outcomes	*Plan to achieve priority outcomes and respond flexibly to changing circumstances*	*Think, analyse and consider the broader context to develop practical solutions*	*Be responsible for own actions, adhere to legislation and policy and proactively address risk*
INTERMEDIATE	FOUNDATIONAL	ADEPT	INTERMEDIATE
Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/work unit activities Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals Seek and apply specialist advice when required	Plan and coordinate allocated activities Re-prioritise own work activities on a regular basis to achieve set goals Contribute to the development of team work plans and goal setting Understand team objectives and how own work relates to achieving these	Research and analyse information, identify interrelationships and make relevant evidence based recommendations Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness Identify and share organisational process improvements to enhance effectiveness	Take responsibility for own actions and be accountable for the outcomes of others Understand delegations and act within authority levels Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
Be open and honest, prepared to express your views, and willing to accept and commit to change	*Be ethical and professional and act in keeping with the University's values*	*Show drive and motivation, a measured approach and a commitment to learning*	*Show respect for diverse backgrounds, experience and perspectives*
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues in an appropriate manner Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance Recognise and report misconduct and inappropriate behaviour	Be willing to develop and apply new skills and adapt existing skills to new situations Show commitment to achieving work goals effectively Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult	Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt and respond positively in diverse environments

LANGUAGE & CULTURE

Te Reo	Tikanga Māori
Develop understanding and use of te reo Māori (Māori language)	*Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place*
FOUNDATIONAL	FOUNDATIONAL
Foundational Use te reo Māori words and greetings in an appropriate way in the work place Endeavour to use and pronounce Māori words correctly Actively participate in training and development opportunities that increase own te reo Māori language capability	**Foundational** Understand the University's Māori Strategic Framework and its relevance for own work Demonstrate some awareness of Māori customs, values and beliefs Has some knowledge of Te Tiriti o Waitangi Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi