

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Business Analyst
Service & Directorate:	Digital Team
Location:	Dunedin
Reports to:	Lead Business Analyst
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	May 2021

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>The primary purpose of this position is to provide business analysis services to support the Digital Team. In anticipation of the new Dunedin Hospital and our wider digital transformation within the Southern health system, this role will also be a liaison across Southern DHB, external providers and other agencies where necessary.</p> <p>Working with SDHB operational areas to ensure all business intentions, services, processes and needs are defined, documented and delivered accurately in a timely fashion, the role will translate operational definitions and verified requirements into validated technical deliverables.</p> <p>Also, assisting operational areas with reviewing existing business processes and understanding the impacts of change, and contribute to the testing, implementation and refinement of the new solutions.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Managing and Measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Effective Communication	Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
Dealing with Ambiguity	Can effectively cope with change: can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

Innovation / Initiative	Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
Teamwork	Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, and shows commitment to contributing to the team's success.
Resilience / Flexibility	Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress. Manages cultural ambiguity and conflicting priorities well.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • All Southern DHB staff 	<ul style="list-style-type: none"> • South Island DHB's
<ul style="list-style-type: none"> • Digital Solutions Manager / Architect 	<ul style="list-style-type: none"> • Vendors and Service Providers
<ul style="list-style-type: none"> • All SDHB Digital staff 	<ul style="list-style-type: none"> • Health agencies & partners

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Tertiary level qualification (Computer Science, Change Management related or a relevant business discipline) 3+ years' experience as a Business Analyst with a technical delivery focus 	
Experience	<ul style="list-style-type: none"> Hands on business consulting approach with excellent analytical, problem solving, report writing and presentation skills. Demonstrated working with multiple stakeholders, both internal and external. Proven ability to successfully facilitate and gain commitment to achieving a team effort. Demonstrated ability in operating pro-actively, with initiative and ensuring effective and efficient systems are in place that support the organisation's functions. Experience working both independently and in a team-oriented, collaborative environment is essential. Demonstrated ability in process analysis and modelling. In addition, to knowledge of standard modelling techniques. Worked with Test Analysts to formulate test plans and scripts Strong working knowledge of MS Excel / Word/ Powerpoint 	<ul style="list-style-type: none"> Competent and proficient understanding of a variety of health related products, applications or platforms. Understanding of data modelling Understanding of integration tools and practices. Database, SQL and/or report writing advantageous <p>Experience working with infrastructure teams to develop technical requirements in a medium to large organisation.</p>
Knowledge and Skills	<ul style="list-style-type: none"> Capability to run requirements gathering workshops. Strong interpersonal and relationship building skills Strong communication skills, both written and verbal Strong stakeholder management and client engagement skills Attention to detail & a high level of accuracy 	<ul style="list-style-type: none"> Experience in the software development lifecycle - including business planning, data analysis, process analysis and design, business and functional requirements analysis, user stories, system design, development, testing, and implementation. Knowledge of Business Analysis fundamentals including BABOK and Agile Good understanding of clinical applications.

Personal Qualities	<ul style="list-style-type: none"> • Commitment and personal accountability. • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. • Acts with discretion, sensitivity and integrity at all times. • Is adaptable and flexible – open to change (positive or negative). • Ability to be goal orientated and customer focussed • Maintains an exceptionally high level of confidentiality.

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Requirements Analysis	
Creation of new software solutions, integration of software products and configuration of platforms	
<ul style="list-style-type: none"> • Engage with project stakeholders to gain a thorough understanding of business drivers of key user groups to ensure prioritisation and design decisions are made in line with the underlying intent of the SDHB business strategies. • Analyse results, make recommendations for process improvement, and implement changes. • Develop and communicate training and documentation for end users, hold workshops as necessary, and other user-related activities. 	<ul style="list-style-type: none"> • Documented business term & definitions, business requirements, IS functional specifications • New initiatives are aligned with Change Delivery processes. • Efficient use of trainers. • User feedback from implementation.
Other Duties	
<ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. 	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.

Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date