

This is us. Where care and performance matters.

Business Assurance Analyst

Business Area: IP Transform - Core

Reports to: Senior Business Transformation Lead – Core Business Assurance

Location: Various

Role purpose

The Business Assurance Analyst enables and supports the delivery of Business Assurance across the Core Programme, ensuring business processes, risks, and testing outcomes are aligned to enable a safe, controlled, and effective transition to the target operating model.

Working within the Business Assurance framework, the role ensures processes are clearly understood, mapped, and validated against programme requirements, customer outcomes, and regulatory obligations. This includes maintaining traceability across processes, risks, controls, testing, and evidence to support confident decision making.

The role operates within the broader business transition ecosystem led by the Head of Core Business Transition, contributing to an integrated view of business readiness, assurance, and change adoption.

It supports the objective that processes, controls, and operations are ready and capable to adopt change, and that transformation outcomes are delivered within risk appetite and without unintended disruption.

The role also supports the consistent application of assurance procedures, artefacts, and evidence requirements across releases and lifecycle stages.

Responsibilities

Business Process Mapping and Criticality

- Map assurance activities to L3 and L4 business process inventories
- Identify and prioritise critical processes based on customer impact, regulatory obligations, and operational risk
- Maintain alignment between process hierarchies, business outcomes, and assurance scope
- Support baseline risk assessments and inputs into assurance planning across releases and lifecycle stages

Assurance Coverage and Impact Analysis

- Perform impact analysis to define assurance scope across delivery phases
- Maintain traceability across processes, risks, controls, and obligations
- Support development of assurance plans, including procedures and evidence requirements
- Ensure assurance coverage reflects material risks and operational dependencies

Assurance Procedure Alignment and Execution

- Support design of test cases and assurance procedures aligned to business outcomes
- Ensure testing scenarios reflect control requirements, disruption thresholds, and compliance obligations
- Validate that test coverage aligns to critical processes and assurance scope
- Maintain alignment between business requirements and Digital and Technology testing artefacts

Stakeholder Engagement and Validation

- Support capture and validation of assurance outcomes and expected behaviours
- Engage with delivery, risk, and technology stakeholders to align process design and testing outcomes
- Support walkthroughs, re performance, and validation activities across lifecycle stages
- Facilitation collection of evidence to support assurance execution

Readiness and Assurance Support

- Support execution of assurance procedures across programme phases
- Gather and review evidence to confirm processes and controls operate as intended
- Provide input to business readiness assessments and control verification activities
- Contribute to quality and completeness of assurance artefacts and documentation

Observation and Reporting Support

- Identify and document observations arising from assurance activities
- Maintain clear audit trails across findings, evidence, and decisions
- Support development of assurance reporting for governance forums
- Provide clear insights to support risk acceptance, escalation, and remediation decisions

Success Measures

The following directional Success Measures will be used to measure your performance:

- Clear traceability between business processes, risks, controls, and assurance procedures
- Assurance coverage is aligned to material risks across all releases and lifecycle stages
- Evidence is complete, structured, and supports confident decision making
- Risks and issues are identified early and addressed proactively
- Stakeholders have confidence in business readiness and operational outcomes

Skills and experience

Essential

- Experience in business process assurance, risk, controls, or operational risk within a complex environment, such as banking or financial services
- Strong understanding of end-to-end business processes, with the ability to identify gaps and recommend improvements
- Experience in risk identification, assessment, and mitigation, including control design or assurance activities
- Strong analytical skills, with the ability to synthesise information into clear, evidence-based insights and decision ready reporting
- High attention to detail, with the ability to review and validate process documentation against standards
- Strong stakeholder engagement skills, with the ability to work effectively across business and technology teams
- Working knowledge of core technology delivery concepts, including testing phases such as UAT, SIT, and PVT, and defect or incident management
- Clear written and verbal communication skills, including preparing concise outputs for governance forums
- Ability to manage competing priorities and deliver in a fast-paced programme environment

Desirable

- Experience working within transformation programmes, with an understanding of the impact of change on business processes and operations
- Familiarity with assurance frameworks, business readiness assessments, or confidence reporting
- Ability to present insights through clear, data driven reporting, including use of dashboards or visualisation tools such as Power BI
- Understanding of regulatory and compliance expectations within the New Zealand banking environment
- Exposure to agile or iterative delivery approaches, including working within cross functional delivery teams
- Knowledge of control frameworks or risk management standards, such as Three Lines of Defence

Ngā Kawaka | This is our Culture

Ngā Kawaka are vessels that carry the knowledge and mindsets that prepare, enable and inspire us all. We have four kawaka, each holding a different mindset that will enable us to deliver on our Purpose of Kiwi making Kiwi better off and our ambition to be Customers' 1st choice.

Ka tāmata i a tātou | **A place to belong – This is the freedom to succeed**

Me Māia | **Rise to the challenge – This is a restlessness to perform**

Tapatahi | **Better together – This is an unstoppable team**

Ngā Kiritaki | **Customer at the heart – This is passion for those we serve**

You'll also be a great team player, recognising that the nature of your role will evolve with our business. You'll actively play a part in the health and safety of yourself and those around you.

Certified



This is Kiwi

