This is us.
Where care and performance matters.

Lead Business Assurance Analyst

Business Area: IP Transform - Core

Reports to: Senior Business Transformation Lead - Business Assurance

Location: Wellington, Hastings, Christchurch or Auckland

Role purpose

The Lead Business Assurance Analyst is a trusted adviser who provides an independent view of whether selected business-critical outcomes are ready to be exposed, scaled, migrated or transitioned into business as usual from a key transformation programme. The role works across people, process, data, technology, risk and business readiness.

This is a senior practitioner role with accountability for the quality and consistency of assurance conclusions across its area of the programme. It combines structured assurance analysis, stakeholder influence and enough technology understanding to challenge evidence in a complex change environment. The role sets the standard for assurance work in its area and guides other analysts in meeting it. The role does not own delivery outcomes or perform Digital and Technology testing. It assesses and uses relevant evidence, executes approved assurance procedures, identifies gaps and explains the implications for business decisions.

Responsibilities

Lead and quality assure assurance work

- Lead assurance engagements from scoping to conclusion, including agreeing scope and approach with stakeholders and guiding the analysts who contribute to the work.
- Apply the approved Business Assurance procedure library consistently across areas such as end-to-end and production verification, user acceptance, product configuration, downstream data, migration and reconciliation, delivered risk and post-implementation monitoring.
- Assess whether evidence is relevant, reliable, complete and sufficient to support the intended conclusion. Follow evidence through to its source and challenge unsupported statements or unexplained exceptions.
- Perform and document walkthroughs, evidence reviews, sampling, traceability checks and stakeholder enquiries. Clearly separate work performed by Business Assurance from delivery testing or control operation performed by others.
- Act as lead reviewer for assurance work in the assigned area. Provide constructive challenge and confirm that scope, method, evidence, conclusions and limitations align before work is released to stakeholders or governance forums.
- Make independent judgement calls on evidence sufficiency, finding significance and scope boundaries, and escalate only the matters that are material.

Develop findings and assurance advice

- Turn evidence gaps and adverse results into clear findings that describe the issue, evidence, consequence, affected outcome and practical next action.
- Distinguish confirmed findings from limitations, observations, improvement opportunities and matters outside scope that may still require visibility.
- Validate factual accuracy with stakeholders without allowing ownership or delivery pressure to dilute an independent conclusion.

- Prepare concise assurance reports and governance updates that make clear what has been proven, what has not been proven, the significance of gaps, and any decision or risk acceptance required.

Support stakeholders and decisions

- Build trusted working relationships with business owners, process owners, programme leaders, analysts, change, testing, data, technology, risk and audit stakeholders.
- Plan and facilitate effective walkthroughs, evidence discussions, finding validation and endorsement conversations.
- Tailor complex information for technical, business and executive audiences while preserving accuracy and appropriate caveats.
- Present assurance conclusions directly to senior business and programme leaders, and hold difficult conversations where delivery pressure and independent conclusions conflict.
- Decide when matters need escalation and escalate material blockers, evidence concerns and unresolved ownership promptly through agreed governance.

Provide technical leadership and capability uplift

- Guide and coach Business Assurance Analysts in planning, evidence assessment, workpaper preparation, finding development and stakeholder engagement.
- Set the working standard for workpapers, findings and reports in the assigned area, and give analysts clear examples of what good looks like.
- Lead peer reviews and calibration discussions so the team applies the framework consistently and proportionately.
- Determine and recommend risk-based assurance priorities, scope and sequencing across the assigned area, balancing materiality, delivery milestones, evidence availability and Business Assurance capacity.
- Help new team members understand programme architecture, delivery methods and technical concepts relevant to assurance, without expecting them to become testers.
- Act as the senior assurance point of contact when evidence or scope crosses multiple workstreams, processes, systems or risk domains, and represent Business Assurance when the Team Lead is unavailable.

Improve the framework and ways of working

- Identify systemic and cross-cutting assurance themes across outcomes, including recurring evidence, control, process, data and readiness weaknesses, and provide insight to senior programme and business leaders on their wider implications.
- Contribute to controlled updates of the Business Assurance Framework, procedure guidance, templates, findings lifecycle and supporting tools.
- Explore responsible uses of automation and artificial intelligence to improve evidence retrieval, regression insight, workpaper drafting and quality challenge, while retaining human judgement and traceability.
- Help maintain an effective assurance view across the wider change environment, including clear referrals where important matters sit outside Business Assurance scope.

Success Measures

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

- Business owners and governance forums receive a clear, timely and evidence-based view of confidence, limitations, findings and residual uncertainty.
- Assurance plans are risk-based, proportionate, traceable to the change scope and endorsed by the right business and programme stakeholders.
- Assurance engagements in the assigned area are scoped, sequenced and concluded on time, with capacity and evidence of risks raised early.
- Workpapers are complete, concise and defensible, with conclusions that can be traced back to reliable evidence.
- Assurance output in the assigned area is consistent and defensible and needs little rework after review.
- Potential gaps are identified early enough for delivery teams to resolve, accept or escalate them before key decision points.
- Business Assurance remains independent while working constructively with delivery, change, testing, process, data, risk and business teams.
- Analysts working with this role become more capable and more independent through practical coaching, quality review and clear examples of good assurance practice.
- The framework becomes easier and more efficient to use through disciplined continual improvement, better tools and appropriate automation.

Skills and experience

Essential

- Demonstrated senior experience in business assurance, risk, audit, quality, controls, business analysis or complex transformation delivery.
- Proven experience leading evidence-based reviews or assurance engagements across multiple business and technical domains, and for the quality of work produced by others.
- Strong understanding of how business processes, customer and staff journeys, data, controls, systems and operational readiness connect.
- Experience producing high-quality workpapers, findings, reports or decision papers that stand up to senior stakeholder and audit scrutiny.
- Experience presenting conclusions and difficult messages to senior executives.
- Proven ability to influence without direct authority and to constructively challenge senior or specialist stakeholders.
- Experience guiding, coaching or setting standards for other analysts or practitioners, with or without formal reporting lines.
- Working knowledge of technology delivery and testing concepts sufficient to understand and interrogate evidence from complex programmes.
- Excellent written and verbal communication, with the ability to explain technical or risk concepts in plain language.

Desirable

- Experience in banking, financial services or another highly regulated environment.
- Experience with large-scale core platform, data migration, digital channel or operating-model transformation.
- Knowledge of risk and control frameworks, delivered risk assessments, user acceptance testing, production verification, data assurance and post-implementation monitoring.
- Relevant tertiary qualification or professional certification in assurance, audit, risk, technology, business analysis, testing or change.
- Experience using modern collaboration, reporting, data and automation tools to improve assurance efficiency and traceability.

Ngā Kauwaka |This is our Culture

Ngā Kauwaka are vessels that carry the knowledge and mindsets that prepare, enable and inspire us all. We have four kauwaka, each holding a different mindset that will enable us to deliver on our Purpose of Kiwi making Kiwi better off andour 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 B Corporation

This is Kiwi Kiwi bank.