

This is us.
Where care and performance matters.

Senior Business Analyst

Business Area: Transformation Office

Reports to: Senior Business Transformation Lead

Location: Various

Role purpose

To provide senior business analysis services for the development of effective solutions for business initiatives, including new products and services and additions to existing products and services. Contribute to and lead the translation of business, technical and operational requirements for initiatives. Actively contribute to the development of the team.

Responsibilities

Analysis and evaluation of business processes

- > Design, analyse and evaluate the business, operational and/or systems processes and problems with the project team.
- > Actively contribute to the initiation, design, development, testing and implementation of solutions to meet key business requirements. This will involve a solid consultative style, and excellent interpersonal and analytical skills in order to conceptualise and define solutions and craft the information into business/technical specifications.
- > Accountable for the successful delivery of BA artefacts and outcomes within the programme or initiative.

Requirements management

- > Lead the analysis and requirements gathering process for customer and business needs. Document comprehensive requirements (business, product, technical, data, functional and non-functional, operational transition) to ensure that new or modified products and services are delivered that meet stakeholder needs.
 - > Develop "standing requirements" that will apply to a majority of new business initiatives. Develop tools to support the efficient capture of requirements from new customers of established services.
 - > Lead the development of business analyst standards, templates, methodologies and processes to be followed within the team.
 - > Facilitate and resolve any conflicts associated with the successful delivery of BA artefacts and achieving sign off.
- Innovation
- > Actively lead the establishment and continuous improvement of work systems, processes and procedures.
 - > Share knowledge and promote changes so that commitment is gained, behaviours positively influenced and a smooth implementation is achieved.

Reports

- > Prepare and lead recommendation papers that qualify and quantify ideas in order to articulate the recommended changes.

- > Develop and participate in assurance activities.

Stakeholder Management/ Building Relationships

- > Lead the stakeholder management process for gathering and documenting requirements and updating/creating business processes.
- > Build, maintain and foster strategic relationships with key internal customers (including within Kiwi Group Holdings), contacts within appropriate external organisations, service providers and client project teams. Ensure these relationships reflect positively on the team and support long-term quality of delivery.

Leadership/ Project management

- > Lead all analysis, requirements and process artefact development on behalf of the project.
- > Participate in the project/initiative in a way that ensures scope, critical success factors and governance are defined, that timelines, budget and deliverables are met, risks identified and managed, and variations reported.
- > Lead the requirements gathering and traceability process ensuring that requirements are tracked, managed, and input successfully into the project test plan.
- > Ensure that projects are initiated, scoped, developed, and delivered according to Kiwibank project management methodologies, including product/service development and product/service management processes.
- > Plan and manage BA tasks within the greater project plan.

Systems knowledge

> Become familiar with Kiwi Group Holdings and partner platforms, systems and their capabilities. Use this knowledge to assist the team in achieving strategic objectives.

BA competency development

> Lead the management and adherence to BA standards, processes and methodologies > Ensure quality of requirements, processes and other key artefacts using assurance and monitoring techniques
> Enact development plans > Provide regular coaching to other BAs.
> Champion, and provide direct input into, the ongoing development of relevant BA tools, resources and use of appropriate methodologies.

Skills & Experience

Business Analysis

> Can demonstrate a strong level of knowledge in business analysis processes including user and data requirement analysis and specification. Sound analytical, research and facilitation skills. Is able to translate business requirements into technical, operational and service requirements.
> Skill level is reflective of a senior BA with more than 5 years' experience.

Business process improvement and management

> Has a strong level of experience in business process improvement and key business process management.
> Experience in implementing processes, tools and systems to improve service implementation. Understands the challenges of getting this right. Understands how to maintain customer satisfaction throughout the process.
> Practical understanding of process design and documentation.
> Understands the key principles and techniques of quality improvement.

Eliciting and documenting requirements

> Ability to elicit and clearly document customer, business and systems requirements, and desired outputs, including the ability to effectively facilitate workshops with a diverse range of participants.

Leadership and Project Management

> Proven ability to lead and manage other BAs in either a project or programme. Expert in analysis and requirements gathering techniques and must lead by example.
> Proven ability to manage BA related deliverables in programmes or initiatives in a complex environment and use of initiative planning processes and techniques.
> Experienced and successful at working in large multi-pronged initiatives with people from different disciplines and multi-business unit/service provider teams.

Technical systems knowledge

> Understand business, technical and operational capabilities in order to apply this knowledge to new opportunities. Stakeholder and relationship management
> Ability to gain stakeholder confidence in achieving initiative outcomes
> Ability to quickly build trust and maintain strong positive relationships Banking/ payments knowledge
> Experience in a business/operational/systems role in a banking/payments environment is desirable.

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 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



Corporation



This is Kiwi

