

Position Description

Role Overview	
Position Title:	Senior Business Analyst
Reports To:	Head of Operational Excellence
Location:	Christchurch
Date:	September 2021

Why Enable?

As a locally owned business, we aim to reflect the wider diverse community that we serve. At Enable, inclusion and diversity are at the centre of what we do, and one of our four core values is to ‘Show the Love’. It determines the way we think, who we employ and how we work together and with our community. We encourage our people to bring their authentic selves to work, creating a safe, inclusive and innovative environment for our people and our customers.

Enable would be nothing without the passion our people have for the work we do. We believe in empowering our team and giving them the tools, they need to ‘Smash Boundaries’ and create new outcomes that delight our customers. So, why would you want to become an Enable person? We’re working on some great initiatives for our community, but we also look after our people too.

Enable is a living wage employer and offers a benefits package including a fibre broadband allowance, wellbeing and sustainability allowance and an extra day off per year to attend volunteer days, for your birthday or just to relax! We believe our people do their best work where, when and how it suits them, so our flexible working arrangements are as flexible as they can get.

Alongside our owners, the Christchurch City Council, we are committed to being net carbon neutral in our operations by 2030. We also want to operate our business in a sustainable way so future generations can continue to thrive. Our office is rated a green star 5 and we’re investing in smarter tools and systems to reduce our waste and resource consumption.

We enjoy every moment that we spend ‘**Connecting our Community with Unlimited Opportunity**’.

Enable Fibre broadband allows people to connect like never before, and here at Enable we don’t just believe in connecting people with the world online – we believe in connecting with the people of our community. We are committed to helping make Christchurch a better place for our community to connect, live, work and do business. We strive to be customer-led, understanding the unique needs of our customers and wider community, ‘keeping it simple and fresh’, and working together to deliver experiences that delight, and build trust – after all, here at Enable we ‘own the experience’.



Purpose of this Role

The primary responsibility for this role is to provide guidance to a team of business analysts in providing operational excellence improvement and high-quality business analysis to the scoping of business process and ICT solution delivery within Enables Continuous improvement systems and transformational programme.

Business Analysts work with stakeholders across the business and with third parties and vendors to analyse, improve, define and document business requirements and processes and software requirements for technology initiatives, including online products, workflow automation, self-service solutions, visual performance management, content management systems, third party integration, and business information systems. Business Analysts are responsible for supporting the full improvement process, from defining a business improvement idea to the post implementation support of the business improvement project including adoption of process and or system improvements and analysing and defining business benefits.

Key Relationships		
Within Enable:	<ul style="list-style-type: none"> → Operational Excellence Manager → Enable Business Analysts → Product owners → Wider Business 	
Major External Contacts:	<ul style="list-style-type: none"> → Retail Service Providers → Vendor Suppliers 	
Key Dimensions of Role		
Number of Reports:	→ Nil	
Expenditure Authority:	→ N/A	
Other: (e.g. Sales Revenue / Margin Target / Volume Indicators etc.)	→ N/A	
Decision Making Authority		
Decisions Expected:	<ul style="list-style-type: none"> → Application of sound analysis to inform decisions within transformational and operational excellence projects through to successful completion → Mitigation strategies to reduce or remove project risks 	
Recommendations Expected:	→ Recommendations through sound analysis to project managers and business owners / sponsors informing improvements within Enables business and projects.	
Key Responsibilities		
Business Outcome:	Key Responsibilities:	KPI:
Leadership	<ul style="list-style-type: none"> → As ‘Senior Business Analyst’ Provide thought, mentorship and guidance across a team of business analysts → Personal application of leadership values that influence the overall performance of the Enable team 	<ul style="list-style-type: none"> → Cohesiveness of Business analysts to overall project outcomes → Cohesiveness of Business analysis processes tooling etc.
Business Analysis	<ul style="list-style-type: none"> → Work with the business to formulate and document business User Stories including acceptance criteria, and Business Requirements → Identify, investigate, and analyse business requirements, processes, procedures and work practices 	<ul style="list-style-type: none"> → Standards and procedures established matured and adhered to → Project/Work effectively and

	<ul style="list-style-type: none"> → Assist with planning of agile backlogs, developing user stories and acceptance criteria → Takes responsibility for, or supports deploying functional solutions, such as creating, adopting and implementing requirements traceability system test plans and user acceptance test plans, which ensure acceptable quality and integrity of the system. → Uses data and process modelling techniques to create clear system specifications for the design and development of system software → Uses Change Management techniques, for example, the PROSCI ADKAR model to ensure adoption of changes. → Coaching of other business analysts, where needed 	<p>efficiently project managed through to outcome, on time, within costs, to scope and quality</p> <ul style="list-style-type: none"> → Project/Work handed over to standard → All project and operational reports prepared and submitted in alignment with business rules and procedures → Other BAs supported
Documentation	<ul style="list-style-type: none"> → Supports the creation of user and training documentation, and supports formal training classes → Provides alignment of business requirements to product functional and non-functional requirements and ensures stakeholders can understand the pathway between the two. → Develop functional specifications for use by system developers, including wireframes, user stories, and functional designs. → Develop business cases for business improvement ideas → Supports the creation of user and training documentation and supports formal training/education/change management. → Develops and documents top level business process and the interaction of these processes with systems. 	<ul style="list-style-type: none"> → Best practices established → Standards produced to required format and quality as directed → Standards maintained as directed. → Standards achievement reported monthly.
Relationship Management	<ul style="list-style-type: none"> → Build and maintain strong and effective working relationships with internal and external stakeholders → Develop and maintain excellent working relationships with customers, process partners and peers → Communicate issues effectively and honestly in a timely manner to appropriate audience 	<ul style="list-style-type: none"> → Respected by peers → Internal external customer satisfaction

Other Relevant Information	
Health, Safety and Wellbeing:	<ul style="list-style-type: none"> → Demonstrate a commitment to continually improving health, safety, and wellbeing performance. → Allocate the necessary human and financial resources to achieve operational and strategic goals.
Continuous Improvement:	<ul style="list-style-type: none"> → Seek out ways to continuously improve and own the experience by taking charge and making great happen. → Participate enthusiastically and positively in improvement initiatives.
Statutory / Compliance Responsibilities:	<ul style="list-style-type: none"> → Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual, and legal requirements and standards. → Comply with all of Enable’s requirements and policies including the enforcement of internal controls and delegated authority rules. → Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned.

<p>Diversity & Inclusion</p>	<ul style="list-style-type: none"> → Foster a culture that embraces diversity, capability, inclusion and trust for Enable People and community. → Each one of our Enable People bring with them a diverse set of perspectives, work and life experiences, as well as religious and cultural differences. The power of diversity can only be unleashed, and its benefits reaped when we recognise these differences and respect and value each other irrelevant of our backgrounds. → Challenge your thinking and biases with others who will have different experiences and opinions, in order to drive more robust and collaborative outcomes → Enable People work in diverse teams, making for a safe, inclusive and innovative environment.
<p>Person Specification</p>	
<p>Formal Education</p>	<ul style="list-style-type: none"> → A Bachelor’s Degree and at least five years’ experience working as a ‘Senior’ Business Analyst or Business Process Analyst
<p>Specialist Training and Experience</p>	<ul style="list-style-type: none"> → Experienced in enterprise-level change, working in high-pressure, time-critical project environments → Experience being part of Development teams following agile methodology eg Scrum/Kanban etc → Preferred Telco industry knowledge and experience in developing best practice performance across a fibre broadband network provider → Preferred experience in Operational Support Systems and Business Support Systems, with knowledge of the NZ TCF Industry standards → Preferred experience and knowledge of ITIL and TMForum frameworks, for example, eTOM, SID, TAM
<p>Specific Knowledge, Skills and Attributes</p>	<ul style="list-style-type: none"> → Strong analytical capability → Strong critical thinker → A creative thinker in identifying process improvement → Sound business acumen, ability to conduct cost/benefit analysis → Manages internal and supplier relationships to ensure good outcomes for both customers and the business → Strong stakeholder management skills, able to facilitate and present to Senior Leadership team → Effective team player, ability to initiate and establish good relationships both inside and outside the organisation → Ability to communicate effectively to a wide audience (Senior Management, Customers, Vendors etc.) → Strong written and verbal communication, including technical writing skills → Able to source, understand and present in an audience-appropriate format a good level of detail that can facilitate good quality decision making → Good organisational skills and ability to prioritise daily activities → Takes ownership and responsibility for work output → Ability to work under pressure and multi-task → Excellent professional standards → Preferred experience in Lean Six Sigma → Expert in BPMN version 2 → Preferred experience in Sparx Enterprise Architect → Strong SQL interrogation skills → Expert in MS Excel, MS Word, MS Visio and PowerPoint → Experience in MS Project