Business Process Analyst – Fixed Term Position

Position Details

| Reports to: | HR Systems Training Manager | Location: | Based In Lower Hutt with some travel to Wellington |
| District/Service Centre: | Organisational Development | Shift work/non shift work: | Non shift work |
| Group: | People group | Remuneration range: | Band 1 |
| PHPF Level Purpose: | Individual Contributor | Employee Type: | Police Employee |
| Direct reports: | None | Delegated financial authority: | None |

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision to have the trust and confidence of all.

The People Group provide advice and service to 12,000+ employees across Police in order to enable our people to deliver Our Business. Particular emphasis is placed on supporting Police’s 2000+ people leaders with the goal of improving their leadership and management capability.

The Organisational Development (OD) Team consists of two functions Organisational Learning and Organisational Development. The team are focused on the design and development of systems and products that build the management, leadership and cultural capability of our people.

Purpose

The purpose of the People team is to enable our people to deliver our business.

To support the delivery of these outcomes, and as part of the People Group the Business Process Analyst will work both independently and as part of the HR Systems training and support team to pro-actively manage changes to process maps from analysis to implementation.

Successful delivery of this role will contribute to increased employee trust and confidence in HR Systems.

Accountabilities

1. **Be safe and feel safe**
   - Understand the hazards in your work area and eliminate or minimise the associated risk.
   - Report all accidents, incidents and near misses in MyPolice in a timely fashion.
   - Actively participate in Wellness and Safety initiatives and training.

2. **Needs Analysis**
   - Conduct needs analysis to identify (or confirm assumed), process gaps.
• Identify relevant process, work flow, interdependencies and outputs of role-specific functions and tasks.
• Partner with internal subject matter experts and IT specialists (i.e. architecture, testing, product managers) to ensure an integrated view is achieved with each analysis.
• Deliver analysis in plain English, audience centric language.
• Lead business process analysis workshops with cross functional groups.

3. Relationship Management

• Develop strong relationships with Subject Matter Experts and Business Process Owners.
• Maintain a positive working relationship with HR System Trainers.

The Business Process Analyst can expect to build and maintain relationships across Police and with external vendors. Critical relationships this role may influence include:

- Business Process Owners
- Subject Matter Experts
- Public Affairs Web Team
- Specialist Support Team
- People Leadership Team
- Royal New Zealand Police College
- Police Service Desk
- HR Systems Trainers
- HR Hubs
- Payroll
- WFM

4. Team work

• Proactively assist and support others within the team, working together and individually to achieve and improve service delivery
• Encourage and support open and honest communication with colleagues whilst working together to strive for continuous improvement
• Contribute to a positive team environment

5. Service delivery

• Facilitate process workshops between different business groups to create new business processes, documenting procedures and presenting new process designs to Business owners for approval.
• Manage process changes from analysis to implementation.
• Educate business users responsible for managing and operating business processes.
• Identify process gaps and resulting business process implications.
• Identify issues and escalate issues and risks to appropriate channels and participate in the problem resolution.
• Manage the Business Process Map library and associated pages including the publishing and updating of content.
• Manage the HR Artefacts Tracker including uploading relevant artefacts to the People Group Sharepoint site/HR Intranet page.
• Identify and advise HR System trainers of training opportunities as an outcome of process changes.
• Report and communicate process changes/improvements to the People group.
### Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. Potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. Personal attributes and temperament relevant to the position.
3. General health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

### Pre-Employment Checks
- A non-core Children's Worker security check is not required

### Qualifications
- n/a

### Skills
- Communication – including being able to influence, negotiate, facilitate, and problem solve
- Presentation

### Knowledge
- Knowledge of process mapping and business process reengineering – preferably using Enterprise Architect

### Experience
- Previous working experience as a Business Analyst for 2-3 years.