

# Pou Tohu Matua | Senior Technical Business Analyst

Manatū Taonga  
Ministry for Culture & Heritage

## Te Whakaaturanga Tūranga | Position Description



Ki te puāwai te ahurea, Ka ora te iwi | Culture is thriving, the people are well

He manatū iti, he mana whānui, he toronga whānui, he manawa nui anō hoki tēnei e karanga atu nei. Nau mai, tomo mai, kia rongo ai tāua i ngā tākirikiringa o te whatumanawa o tō tāua tuakiritanga ā-motu.

An invitation from a small ministry, with a broad mandate, a wide reach and a big heart. Come in, let us all get a sense of what speaks to the heart of our national identity.

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As a Senior in Te Iho, you will contribute to setting the strategic direction and achieving longer-term outcomes for Te Iho and provide leadership within the Group. With an eye for detail, you can see how things will play out, how messages will be received, and can advise how to clear the path for ease of implementation. You lead a work programme and take the initiative when you see a gap. You enhance team and organisational performance in the way you engage within and across teams, and you demonstrate with ease the values and behaviours that create a positive work environment. You give confident and honest advice to decision-makers

## **Mō te ratonga tūmatanui | About the Public Service**

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua a te ratonga tūmatanui i roto i ā mātou mahi.

In the Public Service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the Public Service in our work.

## **Mō Te Iho | About Corporate Services**

Our name, Te Iho, is used to refer to this group as the heart, essence or inner core of Manatū Taonga given our work across the organisation. The group provides services across multiple disciplines, working with the other groups to ensure our people have the tools, resources and capabilities to deliver on our work programme. We provide Finance, People and Culture, Information Technology and Information Management, Communications and Engagement, Ministerial Services, Facilities and Emergency Management, and Legal services to the organisation.

## Aronga mahi | Work focus

Reporting Line	You work in Te Iho   Corporate Services group reporting to the Pou Arataki o Te Pae Hangarau   Chief Information Officer.
Direct Reports Accountability	Nil
Financial Accountability	Nil

## Te whāinga me te putanga | Purpose and outcome

The purpose of the role is to identify and document requirements for information systems and develop solutions that will ensure Manatū Taonga fully utilise the features and capabilities of Microsoft cloud services to deliver solutions. This role will also ensure we adhere to government guidelines for information management and cyber security and provide guidance and solutions to sustain this.

## Te horopaki me ngā kawenga | Context and responsibilities

You are part of a multi-disciplinary team of specialists providing technology advice and support to ensure the technological security and delivery for Manatū Taonga. While each of the team brings specialist areas of knowledge, we operate a working environment where we develop skills to provide cover for each other and deliberately ensure our work crosses over where this is critical to do so.

We work in an environment where technology is rapidly changing. The organisation looks to the team to understand business needs, identify solutions and create the right operating environment to make things work. We do this in the context of delivering on the government's digital strategy Cloud First.

Working in a small team, you provide high-quality advice, support and guidance to staff to ensure their information and technology requirements are identified, documented and confirmed. You will leverage your business analysis skills to identify opportunities and develop solutions within our Microsoft M365 environment.

Your knowledge of government information security, privacy and information management legislation and frameworks will be key to ensuring appropriate risk assessments are completed and the Ministry implements new systems and processes that are safe, secure, and appropriate to the organisation.

## **Ngā hononga | Relationships**

You are confident in developing relationships with management and staff to gain an understanding of their priorities and how information systems and technology can support and streamline their processes.

You work closely with experienced technical and information team members to develop their knowledge and skills and provide information about user experiences to be used in the development of information and technology services.

As a boutique technology team, we rely on partnerships with vendors to augment the delivery of technical work. You ensure your vendor interactions are constructive and positive, so that Manatū Taonga is assured good and prompt service and our needs are prioritised.

## **Ngā wheako me ngā tohu mātauranga | Experience and Qualifications**

In addition to the skill requirements outlined at the end of the position description, the following experience and qualifications are specifically required for this position:

- Experience gathering and documenting requirements and using process mapping techniques. The Ministry uses Nintex Process Manager for process mapping
- Knowledge of information management, privacy, and security expectations in a public-sector environment, including the Public Records Act 2005, Official Information Act 1982, Privacy Act 2020, Protective Security Requirements (PSR).
- Experience managing internal and vendor-supported project activities.
- Strong communication skills and ability to build relationship with technical and non-technical stakeholders including vendors.
- Experience of Microsoft 365, including (SharePoint/Teams)
- Demonstrated ability to produce user-focused system documentation.
- Provide advice/support for development of training resources.
- Relevant tertiary or professional qualification
- 5+ Years relevant experience as a Business Analyst or Process Analyst or in similar role

# Ngā āheinga me ngā kawatau | Capabilities and Expectations

Sometimes we may recruit for specific subject matter expertise or sector knowledge to ensure continuity of skills, knowledge, and credibility across Manatū Taonga in the public sector, culture, and heritage sector, and te ao Māori. We may also recruit to encourage a diverse workforce that reflects New Zealand communities. Regardless of your area of focus, knowledge and background, the underlying skills, and capabilities you bring to Manatū Taonga at this level are comparable with other Senior Advisers.

We focus on four key leadership capability areas. Below we have summarised what we expect from you, so that you contribute to Manatū Taonga's direction, stewardship, talent development and achievements. It's not an exhaustive list.

## **Te Whakahaere o te Tuku | Delivery Management**

**We want you to do things like this:**

1. Be that self-managing person who reliably seeks solutions and gets things done, knowing when to check in with your manager
2. Connect your work with others' work across Manatū Taonga and beyond, seeking opportunities to enhance what you or they do
3. He hononga tangata: Connect the New Zealand public, diverse communities, and Māori culture in designing and developing work
4. Develop evidence-based options, risks and recommendations and thorough implementation plans that delivers on what has been agreed
5. Manage your workload and work-life balance, being flexible in your approach as you juggle priorities and competing demands for yourself and others

## **Te Whakahaere Parapara | Talent Management**

**We want you to do things like this:**

1. Build talent across the organisation using a coaching approach. Encourage people to share knowledge and make the most of their strengths, respecting what each person brings to Manatū Taonga, and supporting a diverse and inclusive workplace
2. He ngākau titikaha: Build confidence and capability in te reo, tikanga and the Treaty of Waitangi, encouraging others to do the same

3. Contribute to a positive organisational culture, demonstrating our values and behaviours and encouraging flexible ways of working
4. Be ready to adapt and take the initiative, stepping in if you see help is needed beyond your own area of work

## **Te Hautūtanga ā-Pūnaha | Systems Leadership**

### **We want you to do things like this:**

1. He hononga Tiriti: Lead the engagement with our Treaty partners in a way that responds to interests of Māori communities and the Crown, and that delivers improved outcomes for them
2. Build and maintain connections with key people and organisations, extending our networks to diverse communities to enrich our work
3. Maintain and build supporting systems and processes that strengthen our relationships, ensuring what we develop is well informed, sustainable and collaborative
4. Present work to internal or external audiences, framing a position clearly and persuading effectively (in person or in writing), while acknowledging different perspectives and being prepared to find a collective middle ground
5. Represent Manatū Taonga's priorities well, using all opportunities to strengthen messages the government and Ministry wants to convey
6. Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things

## **Hautūtanga Rautaki | Strategic Leadership**

### **We want you to do things like this:**

1. Contribute to developing strategy, speaking up about challenges and opportunities you've identified in your work
2. Understand the strategic context for your work
3. He hononga Tiriti: Understand how the evolving Māori–Crown relationship and the Crown's Treaty obligations inform and shape your advice
4. Reflect the strategic intent in your work to make it real, and connect it to the work of others you work with
5. Discuss strategic context credibly with stakeholders and your team

## **Te āhua whaiaro | Personal character**

### **Honest and courageous**

Provide confident and honest advice to advance the longer-term best interests of all New Zealanders

### **Curious**

Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives

### **Self-aware and agile**

Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people; to adapt well in a changing environment

### **Resilient**

Show composure, grit, and a sense of perspective when the going gets tough; help others maintain optimism and focus

## **Ngā pūkenga – me matatau koe ki ēnei mea | Skills – what you must do well**

- Communicate and engage credibly in person and in writing
- Analyse information, contextualise and position work accordingly
- Coach and support colleagues, imparting knowledge in a way that ensures a positive work environment
- Apply knowledge of te reo, tikanga and the Treaty of Waitangi, or have the willingness and commitment to learn
- Develop detailed plans, leading and implementing pieces of work to a successful conclusion
- Use your judgement to prioritise work and manage time effectively
- Self-starter who can operate independently as well as collaboratively