

## JOB DESCRIPTION

<b>POSITION</b>	Technical Business Analyst
<b>GROUP</b>	People and Enabling Services
<b>BUSINESS UNIT</b>	Digital & Data
<b>RESPONSIBLE TO</b>	Head of Digital & Data (CIO)
<b>LAST UPDATED</b>	February 2025

### Our Vision

We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

### Our Purpose

Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

### Our Values



## JOB PURPOSE

The purpose of this role is to engage with key stakeholders and business users in order to understand their problems and needs. This is a key role in helping WFA to modernise its ICT and business systems and ways of working to leverage the full benefits of migrations, new implementations and cloud transformation.

This position will necessitate significant engagement with other Digital & Data team members and will work cross functionally with other project resources, business units and external stakeholders. The

focus will be technology related projects and initiatives that aligns with the Digital and Data Roadmap and WFA's 2020 strategic goals.

## JOB SCOPE

The role sits within the Digital and Data team but will require interaction with all WFA business units.

The aim for this Technical Business Analyst role is to

- Undertake analysis and requirements gathering work that is essential to understanding and articulating WFA's current state, problems statements and opportunities
- Work with other project staff and stakeholders to realise the full benefits of transitioning to new technology.
- Provide input into business cases

## CONTEXT THAT THIS ROLE OPERATES WITHIN

### Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over \$7 million each year through fundraising to ensure WFA services can remain free of charge.

### Business Unit Perspective

People and Enabling Services ensures the smooth running of the organisation, so that WFA can get on with the job of delivering world class paramedic care. It encompasses digital and data, performance, audit and risk, logistics, procurement and property, finance and the Public Safety Network (PSN) team. This team provides invaluable support to the whole organisation through financial management, robust technology, and quality improvement.

## KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
<b>Requirements Analysis and Management</b> <ul style="list-style-type: none"><li>• Stakeholder requirements are effectively elicited, articulated, understood, documented, agreed upon and met. The requirements are collected accurately, maintained and completely reflect the needs of stakeholders.</li><li>• True and accurate definitions of project scopes are captured.</li><li>• As project issues are encountered, resolutions do not compromise the delivery of the</li></ul>	<ul style="list-style-type: none"><li>• Identify and work closely with all stakeholders to fully elicit and define the business problem/opportunity and associated requirements, ensuring that requirements are interpreted correctly.</li><li>• Apply a range of appropriate and effective techniques and tools for eliciting, analysing, documenting, validating and communicating requirements.</li><li>• Requirements throughout projects are managed effectively to ensure that the final business and technical solutions deliver against agreed and documented stakeholder needs. Requirements are specific and avoid ambiguity.</li><li>• Business change impacts are logged and available to be considered in decision-making.</li><li>• Business analysis artefacts support business initiatives and are of a consistently high standard.</li></ul>

KEY RESULT AREA	ACCOUNTABILITIES
<p>stated and agreed requirements</p> <ul style="list-style-type: none"> <li>Key business drivers are identified and understood, including the business issues and challenges the customer is trying to resolve</li> </ul>	<ul style="list-style-type: none"> <li>Requirements are kept up to date and implications for product delivery are identified for relevant stakeholders.</li> </ul>
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>Develop and maintain strong, positive relationships with internal and external project stakeholders, and manage their expectations.</li> <li>Tailor communications to target audiences and lead workshops and conversations about needs, solution options and project development.</li> <li>Proactively identify problems and opportunities disclosed and work to escalate these for evaluation and progression.</li> <li>Confidently and positively represent WFA to internal and external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders are positively engaged and productive and enduring relationships with stakeholders are formed.</li> <li>Workshops and communications are targeted, productive and results-focused.</li> <li>WFA is trusted and respected by internal and external stakeholders.</li> </ul>
<p><b>Team Involvement</b></p> <ul style="list-style-type: none"> <li>Actively participate in project activities required to ensure the assigned project or initiative is well positioned to advance for the next stages or the project.</li> <li>Demonstrate an active interest and commitment to maintaining appropriate professional qualifications / training</li> <li>Perform such other duties as reasonably required by the manager in accordance with the conditions of the position</li> </ul>	<ul style="list-style-type: none"> <li>Projects / Initiatives activities and tasks are well managed and successfully delivered.</li> <li>All other additional duties are performed in an efficient manner, to the required standard and within a negotiated timeframe</li> </ul>
<p><b>Identify and support delivery of solutions</b></p> <ul style="list-style-type: none"> <li>Work with Digital &amp; Data, Programme Delivery teams and staff to identify issues, inefficiencies, opportunities and solutions</li> <li>Work with staff, stakeholders, vendors and suppliers to define requirements that will inform potential solutions</li> </ul>	<ul style="list-style-type: none"> <li>Supporting the wider business units ensuring they have access to the required information, guidance and support to inform activity and decision-making.</li> <li>Support the innovation and evolution of WFA's tools and systems.</li> </ul>
<p><b>Living WFA's values</b> WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent</p>	<ul style="list-style-type: none"> <li>Be authentic, original, true   Mā pango mā whero ka oti te mahi</li> <li>Act with kindness   Aroha atu, aroha mai</li> <li>Lead by example   Mahia te mahi, hei painga mo te iwi</li> <li>Keep getting better together   Whaia e koe te iti kahurangi</li> </ul>

KEY RESULT AREA	ACCOUNTABILITIES
who we are, where we're going and who we're taking with us.	
<b>Health and Safety</b> Complies with responsibilities under the Health & Safety at Work Act 2015.  In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace.	All employees are responsible for: <ul style="list-style-type: none"> <li>Working in a safe manner to prevent risk of harm to themselves, others, or the environment.</li> <li>Complying and cooperating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements.</li> <li>Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures.</li> <li>Participating in incident investigations and taking an active role in rehabilitation following an injury or illness.</li> <li>Alerting managers and health and safety representatives to any observed unsafe behaviours or situations.</li> <li>Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.</li> </ul>

## RELATIONSHIPS AND DELEGATIONS

<b>REPORTING STRUCTURE</b>	<b>Manager:</b>	Head of Digital & Data (CIO)
	<b>Peers:</b>	ICT Operations Manager, Project Manager, Data Manager. PSN Programme Manager within the Digital & Data Team
	<b>Direct Reports:</b>	Nil
<b>KEY RELATIONSHIPS</b>	<b>Internal:</b>	Operational users, Senior Leadership Team, Programme Delivery Team, PSN Programme Team
	<b>External:</b>	Service Providers, ICT Supplier, Other Emergency Services
<b>DELEGATIONS &amp; AUTHORITIES</b>	<b>Delegation Level:</b>	As per the delegations letter (if any) agreed with you in writing during your employment, and subject to CEO approval at all times

## CAPABILITY PROFILE

### Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
<b>Ensures Accountability</b>	<ul style="list-style-type: none"> <li>Assumes responsibility for the outcomes of others</li> <li>Promotes a sense of urgency and establishes and enforces individual accountability in the team</li> <li>Works with people to establish explicit performance standards</li> <li>Is completely on top of what is going on and knows where things stand</li> <li>Provides balanced feedback at the most critical times</li> </ul>
<b>Communicates Effectively</b>	<ul style="list-style-type: none"> <li>Delivers messages in a clear, compelling, and concise manner</li> <li>Actively listens and checks for understanding</li> <li>Articulates messages in a way that is broadly understandable</li> <li>Adjusts communication content and style to meet the needs of diverse stakeholders</li> </ul>

CORE COMPETENCY	KEY BEHAVIOURS
	<ul style="list-style-type: none"> <li>Models and encourages the expression of diverse ideas and opinions</li> </ul>
<b>Organised</b>	<ul style="list-style-type: none"> <li>Is organised and takes a structured approach to tasks/goals.</li> <li>Plans effectively and manages resources and execution appropriately to ensure tasks are delivered on time.</li> </ul>
<b>Drives Vision and Purpose</b>	<ul style="list-style-type: none"> <li>Articulates a compelling, inspired, and relatable vision</li> <li>Communicates the vision with a sense of purpose about the future</li> <li>Makes the vision sharable by every by everyone</li> <li>Instils and sustains organisation-wide energy for what is possible</li> </ul>
<b>Resourcefulness</b>	<ul style="list-style-type: none"> <li>Gets the most out of available resources and secures rare resources others can't get</li> <li>Adapts quickly to changing resource requirements</li> <li>Enjoys multi-tasking; applies knowledge of the organisation to advance multiple objectives</li> </ul>
<b>Being Resilient</b>	<ul style="list-style-type: none"> <li>Stays focused and composed in stressful situations</li> <li>Maintains a positive attitude and forward-thinking approach despite troubling circumstances or setbacks</li> <li>Takes constructive action to navigate difficulties or obstacles</li> <li>Is viewed as a source of confidence in high-stress situations</li> </ul>
<b>Strategic Mind set</b>	<ul style="list-style-type: none"> <li>Sees the big picture, constantly imagines future scenarios, and creates strategies to sustain competitive advantage</li> <li>Is a visionary and able to articulately paint credible pictures and visions of possibilities and likelihoods</li> <li>Formulates a clear strategy and maps the aggressive steps that will clearly accelerate the organisation towards its strategic goals</li> </ul>
<b>Drives Results</b>	<ul style="list-style-type: none"> <li>Sets aggressive goals and has high standards</li> <li>Is consistently one of the top performers</li> <li>Pursues everything with energy, drive, and the need to finish</li> <li>Persists in the face of challenges and setbacks</li> <li>Always keeps the end in sight; puts in extra effort to meet deadlines</li> </ul>
<b>Te Tiriti o Waitangi and Cultural Expertise</b>	<ul style="list-style-type: none"> <li>Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work</li> <li>Applies tikanga in relevant work situations</li> </ul>
<b>Cultural Competencies</b>	<ul style="list-style-type: none"> <li>Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. There is an expectation of continued learning and development of all staff in this area.</li> </ul>

## OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

### Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Proven experience as a Business Analyst working on technology related projects</li> <li>Experience and knowledge of project management principles, methodologies, and tools.</li> <li>Proficient in the full Microsoft suite, including Microsoft Project, Visio, Teams</li> <li>Proficient in the basic Microsoft suite – Word, Excel, PowerPoint, SharePoint etc.</li> <li>Exceptional communication skills, both written and verbal</li> <li>Excellent active listening skills</li> <li>Organised with a natural inclination for planning strategy and tactics</li> </ul>	<ul style="list-style-type: none"> <li>5 years+ experience in a project environment</li> <li>Experience in organisation change efforts and projects</li> <li>Has recent and relevant ambulance experience</li> <li>Change management knowledge.</li> <li>Risk Management</li> </ul>

### Professional Qualifications

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• A relevant tertiary qualification, or equivalent work experience</li><li>• IIBA or similar business analysis certification</li></ul>	<ul style="list-style-type: none"><li>• Prince2 or similar project management certification</li></ul>

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time.

### Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.