Senior Business Analyst

October 2024

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| Reporting Relationship and Location | | | | | |
| **Reports to:** | | | Delivery Lead | | |
| **Team I Business Unit:** | | | Digital | Project Management Office | | |
| **Purpose** | | | | | |
| The Senior Digital Business Analyst is responsible for analysing business processes and requirements to support the development and implementation of digital solutions. This role involves collaborating with stakeholders to identify opportunities for improvement, ensuring that digital initiatives align with business goals and enhance user experience.  The Senior Business Analyst will be responsible for analysis on projects of greater complexity and of elevated strategic significance and is an integral part of the Digital PMO team who are responsible for delivering technology solutions within Auckland Airport. | | | | | |
| **Key Accountabilities** | | | | | |
| **Core Responsibilities** | * **Strategic Requirements Gathering:** Lead the elicitation, documentation, and prioritization of business requirements for high-impact digital projects. Utilise advanced techniques such as stakeholder interviews, workshops, and data analysis to capture comprehensive insights. * **Process Optimisation:** Conduct in-depth analysis of existing business processes, identifying opportunities for transformation and efficiency. Develop strategic recommendations that drive operational excellence and enhance user experience. * **Advanced Data Analysis:** Leverage advanced data analytics tools and methodologies to extract actionable insights from complex data sets. Support decision-making with data-driven recommendations and performance metrics. * **Solution Design Leadership:** Collaborate closely with design, development, and product management teams to translate business needs into detailed functional specifications. Ensure that proposed solutions are user-centric and aligned with business strategy. * **Stakeholder Communication:** Act as a key liaison between business units and technical teams, fostering effective communication and collaboration. Build strong relationships with stakeholders to facilitate consensus on project objectives and priorities. * **Project Management Support:** Assist in project planning and execution, tracking project progress, managing risks, and ensuring timely delivery of milestones. Contribute to project governance and reporting. * **User Acceptance Testing (UAT):** Develop and execute UAT plans to validate that digital solutions meet business requirements. Gather feedback from users and facilitate necessary adjustments. * **Training and Support:** Provide training and support to end-users on new digital tools and processes. Develop training materials and user documentation to facilitate adoption. * **Continuous Improvement:** Stay abreast of industry trends and best practices in digital technology and business analysis. Propose enhancements to existing processes and solutions. * **Thought Leadership:** Stay current with industry trends, emerging technologies, and best practices in digital business analysis. Actively contribute to the development of innovative approaches that enhance organizational capabilities. | | | | |
| **Health, Safety and** **Wellbeing** | * Role model Auckland Airport’s commitment to “People First” Health, Safety & Wellbeing approach * Lead by example, demonstrating and communicating visibly safe work. * Ensure all incidents are reported and investigated in a timely manner to enable continuous learning and improvement. * Consult, engage and communicate within your team and to others, to manage and improve Health, Safety and Wellbeing. * Understand and communicate the health, safety and wellbeing risks and controls across all the work your team carry out and maintain high levels of risk awareness within your team. | | | | |
| **Financial Responsibilities and Authorities** | | | | | |
| **Capital Expenditure** N/A | | | | **Operating Expenditure** N/A | |
| **Financial Authority** | | | | | |
| * Not accountable for expenditure budget. No authority to commit routine expenditure or capital expenditure without reference to people leader. | | | | | |
| **Structure Chart** | | | | | |
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| **Key Challenges** | | | | | |
| * Complex Stakeholder management - Developing and nurturing relationships between BT Technology and the wider business with respect to initial business idea/project inception * Collaboration with Design and Operational teams to ensure solutions are aligned with AIAL’s blueprint and roadmaps. * In-depth analysis of existing business processes, identifying opportunities for transformation and efficiency. * Development of strategic recommendations that drive operational excellence and enhance user experience. | | | | | |
| **Key Relationships** | | | | | |
| Internal | | | | | Purpose of contact with this person/s |
| * CE and Leadership Team * Project Sponsors * Business Owners * Product Owners * Digital Business Unit * All other internal stakeholders | | | | | * Eliciting and validating business needs and requirements * Providing advice and receiving / providing information * Testing and Training Support * Facilitating discussion, collaborative decision making and conflict resolution |
| External | | | | | Purpose of contact with this person/s |
| * Vendors and partners – Domestic and International * Relevant external third parties * Border agencies * Industry Bodies and sector partner * Customers and consumers | | | | | * Eliciting and validating business needs and requirements, understanding system/operational interdependence with Vendors and partners * Providing advice and receiving / providing information * Facilitating discussion, collaborative decision making and conflict resolution |
| **Person Specification** | | | | | |
| **Qualifications (or equivalent level of learning)** | | | | | |
| Essential | | | | | Desirable |
| * Bachelor’s degree in Business Administration, Information Technology, or a related field. | | | | | * Certification in business analysis (e.g., CBAP, PMI-PBA) highly desirable |
| **Knowledge / Experience** | | | | | |
| Essential | | | | | Desirable |
| * 5+ years of experience in business analysis, with a strong focus on digital transformation initiatives. * Bachelor’s degree, preferably in Engineering, Computer Science, Information Systems or similar * Extensive knowledge of digital technologies, platforms, and trends, with a proven track record of successful project delivery. * Proficiency in data analysis and visualization tools (e.g., Tableau, Power BI, Google Analytics). * Exceptional communication and interpersonal skills, with the ability to influence and engage stakeholders at all levels. * Experience with Agile project management methodologies and frameworks. * Strong analytical and problem-solving skills, with a strategic mindset. * Understanding of Project Management and SDLC principles and lifecycles * Excellent planning and organisation skills * Demonstrated success in influencing and negotiation skills to achieve positive outcomes * Ability to think strategically and translate to the business need * Continuous improvement mindset and solutions focussed approach | | | | | * Familiarity with UX/UI design principles and user-centred design methodologies. * Experience working in an Airport environment is desirable * Training or certification in Business Analysis skills from certified training bodies (e.g., IIBA) |
| **Values** | | | | | |
| ***Whiria te tangata.*** Our values weave us together. They’re what we stand for, who we are and how we think, feel and act. | | | | | |
| **All in** Tātou tātou | | * People first * Seek understanding * Acknowledge others * Empathise and support * Diverse & inclusive | | | |
| **Know How** Kōkiri Tahi | | * Explore and solve together * Curious and open * Bring your voice & share your skills * Unite and collaborate * Right people in the room | | | |
| **Let’s Go** Karawhiua | | * Challenge yourself * Take pride * Act with intent and integrity * Keep your word * Deliver excellence | | | |
| **Changes to Position Description** | | | | | |
| From time to time it may be necessary to consider changes in the position description in response to the changing nature of Auckland Airport’s work environment, including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle, or as required. | | | | | |
| **Sign-Off** | | | | | |
| **Job-Holder** | | | | **People Leader** | |
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