



Position Description

Position title:	Business Analyst	Date:	November 2024
Reports to:	Business Analysis Lead	Department:	ePMO
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	National Support Office
Delegated financial authority:	N/A	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The purpose of the Business Analyst is guiding the business to improve processes, products, services. Helping the business find opportunities to improve their efficiency, supporting them through the analysis of key business data, providing insights to enable data driven decision making.

Key Relationships

Internal

- ELT Members and their key business leads
- ePMO Lead and team.
- Project and Delivery resources
- All support functions at SCHL – Finance, Procurement. Digital Services etc
- GMs of all SCHL Hospitals
- All other key stakeholders involved in project activity and strategy delivery.

External

- Clinicians
- Providers – Medical
- Joint Venture business partners
- Vendors and 3rd Parties
- All other relevant industry bodies

Key Accountabilities

Collaboration and Analysis

- Collaborating with stakeholder/client to tell stories, define requirements and articulate requirements, insights, and needs.
- Eliciting, analysing, specifying, and validating these business needs and requirements
- Translating these into user stories / use cases with the right acceptance criteria
- Producing all relevant artefacts such as user case, prototypes, specifications, wireframes etc.
- Responsible for mapping business processes using a continuous improvement mindset.
- Working closely with Quality Assurance; supporting the development of quality test cases, and supporting the execution of these

Agile/ Continuous Improvement Mindset

- Organising project/product backlogs based on prioritisation from PO
- Collaborate with our Design and Operational teams; to ensure the solution is aligned with SCHLS's blueprint and roadmaps.
- Support/ coordinate sprint planning, retrospective meetings, and daily stand-ups
- Lean thinking with the ability to identify and remove waste when developing and changing business processes.

Strategic Thinking

- Support SHCL strategy by contributing using the knowledge you have of our client's business to determine current versus future state.
- System thinking, to see how various components work overall, providing a holistic view
- Challenging the status quo and identifying improvement opportunities resulting in Improvement in key performance measures, greater levels of customer satisfaction, improved operational efficiency.

Leadership

- Develop and nurture relationships between the wider business with respect to initial business idea.
- Play the role of Lead BA, where the project requires more than 1 BA to be assigned.
- Play the role of Scrum lead where the project requires a Scrum Master role.
- Building and promoting an open, trusting, and respectful team environment; facilitating discussion, collaborative decision making and conflict resolution

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Minimum of 3+ years business analysis experience.
- Strong skills in partnering with customers and stakeholders to think and work creatively.

Education and qualifications required:

- Bachelor's degree, preferably in Business, Information Systems or similar

Education and qualifications desirable:

<ul style="list-style-type: none"> • Proven experience in Agile and Scrum • Exceptional written and oral communication skills including well-developed facilitation and presentation skills. • Understanding of Project Management and software development life cycles • Excellent planning and organisation skills • Demonstrated success in influence and negotiation skills to achieve positive outcomes. <p>Experience and skills desirable:</p> <ul style="list-style-type: none"> • Change Management experience. • Prior experience in healthcare or relevant industry 	<ul style="list-style-type: none"> • Training or certification in Business Analysis skills from certified training bodies (e.g., IIBA) • Scrum Master Certification
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Leadership Attributes	
<p>Human Centred Leadership</p> <ul style="list-style-type: none"> • Empathy • Adaptability • Connection <p>Performance Coach</p> <ul style="list-style-type: none"> • Accountability • Engagement • Collaboration 	<p>Change Enabler</p> <ul style="list-style-type: none"> • Execution • Energy • Contribution