
POSITION DESCRIPTION

Position:	Business Analyst (Fixed Term)
Location:	Petone
Business Area:	SNS Project Team
Group:	Customer
Reporting to:	SNS Project Manager
Staff Responsibilities:	Nil
Issue date:	March 2021

Our Role

New Zealand Thoroughbred Racing (NZTR), is the governing body of the thoroughbred racing industry in New Zealand. We represent the interests of thoroughbred industry stakeholders.

NZTR exists to provide the thoroughbred racing industry leadership and direction by:

- a) Ensuring that the thoroughbred code is effectively administered;
- b) Determining its strategic direction; and
- c) Ensuring its health and competitiveness with other sports and entertainment options.

NZTR is also responsible for developing all racing industry training programmes in New Zealand and operates a number of dedicated apprentice schools across the country.

We are based in Wellington and share the same building as the NZ TAB and Greyhound Racing New Zealand.

Our challenge is to make sure that everything we do meets one simple test - what is best for New Zealand thoroughbred racing.

Your Role

NZTR's Racing Management System (RMS) is made up of various modules including On-Horse, On-Course and On-Account and several online service portals / centres. In order to better meet the needs of the business and our external stakeholders, NZTR have decided to migrate off of RMS onto an off the shelf Software as a Service product called the Single National System (SNS).

Working within the Project Team, the Business Analyst will be responsible for the discovery and documentation of NZTR's current state business processes. Accurate capturing of business

processes is critical to the success of the project because it enables us to identify and prioritise the most relevant...

- SNS testing scenarios
- SNS training topics
- Potential business process impacts introduced via the move to SNS

This role focuses on promoting effective engagement and management of stakeholder groups, supporting the businesses successful implementation of the SNS system.

The role works closely with the Project Manager, Subject Matter Experts (SMEs), Training and Engagement Manager, Test Lead and other project team members as necessary.

This role is unlikely to liaise with any external stakeholders.

Working Relationships

Internal	External	Boards and Committees
<ul style="list-style-type: none"> ▪ GM, Customer ▪ SNS Project Manager ▪ SNS Project Team ▪ NZTR business subject matter experts (SMEs) ▪ SNS Training and Engagement Manager ▪ SNS Test Lead 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ None

Key Accountabilities

Key Result Area	Accountabilities
Preparation	<ul style="list-style-type: none"> • Review list of business processes identified to date • Review business process discovery collateral collated to date • Agree business process prioritisation criteria, e.g. <ul style="list-style-type: none"> ○ Frequency of usage ○ Internal users ○ External users ○ Level of benefit and impact ○ Relevance to SNS customisations vs base features • Prioritise business processes where possible • Determine business process flow format • Set clear discovery objectives and progress measurement approach • Confirm SME availability
Discovery	<ul style="list-style-type: none"> • Meet with SMEs to identify process flows • Document each process flow to capture: <ul style="list-style-type: none"> ○ Triggers ○ Inputs ○ Steps ○ Outputs/Outcomes

	<ul style="list-style-type: none"> • Validate each documented process flow for accuracy • Publish all documented business processes to an online library (e.g. SharePoint) to ensure they are easily accessible to the project team and SMEs as appropriate.
Impact assessment	<ul style="list-style-type: none"> • Provide a simple structured mechanism for SMEs to capture potential issues and/or differences in achieving business process outcomes (between RMS and SNS) and related impacts into a register • Help qualify and prioritise such issues to help inform next steps (e.g. Whether impact is already known and accepted or whether we need to raise with SNS vendor)
Stakeholder management	<ul style="list-style-type: none"> • Establish and maintain positive and effective relationships with business SMEs and project team members • Flexibility to work around fluctuations in business SME availability whilst maintaining maximum productivity
Planning support	<ul style="list-style-type: none"> • Supports the Training and Engagement specialist to help identify the most appropriate training topics • Supports the Training and Engagement specialist to help identify obvious benefits and/or impacts if/when they are identified • Supports the Test Lead to identify the most appropriate test scenarios to help ensure test coverage is appropriate
NZTR Health and Safety	<ul style="list-style-type: none"> • Follow all instructions as issued by the NZTR Health and Safety representative from time to time • Ensure health and safety procedures, policies and practices are implemented, followed and understood
Miscellaneous	<ul style="list-style-type: none"> • Other tasks as may be required

Person Specification

- 2 – 4 years' experience in a similar role with a focus on business process discovery and impact assessment
- Experience in documenting process flows (e.g. Visio)
- Demonstratable skills in planning and execution
- Demonstratable skills in developing training / upskilling programmes, together with their successful implementation
- Ability to lead a strategic working group
- Knowledge in thoroughbred racing is strongly preferred

Attributes/Success Factors

- Excellent interpersonal skills and the ability to build positive relationships with internal stakeholders
- Can quickly establish credibility and respect with a stakeholder group
- Ability to work in a proactive, self-prioritising manner
- Excellent planning and timekeeping skills
- A proactive nature, uses initiative but not afraid to clarify where necessary

- Pragmatic, balances the need for progress vs perfection
- Clear, concise and effective interpersonal communication skills, both written and verbal
- Validates assumptions quickly
- An ability to make considered decisions quickly
- Ability to generate effective and pragmatic solutions to new situations and problems as they are presented