

Business Process Analyst New Interislander Programme Interislander

Purpose:

The New Interislander programme of work is a transformational project for the Interislander which is implementing a whole new operating model to coincide with the iReX project which includes the purchase of two new ships and construction of new terminals. The New Interislander programme includes a broad range of projects covering all aspects of how the Interislander will operate in future.

As part of the New Interislander programme of work a Business Process Management (BPM) approach is being adopted to ensure the programme is delivering technology, data, people, and asset solutions that align with how the business operates. It is also expected that the Interislander will continue to utilise BPM practices beyond the programme to manage its processes in a structured manner. It is therefore critical that business processes are consistently and accurately documented to ensure the business operates effectively and efficiently and that requirements can be identified within the programme of work.

The Business Process Analyst will work on a range of projects within the New Interislander programme to develop business processes and elicit requirements and will need to ensure alignment to the overarching Target Operating Model and BPM frameworks.

They will need excellent process design and interpersonal skills to be able to elicit process requirements through both one-on-one and workshop-based interactions and be able to work with a range of stakeholders.

For an experienced Business Process Analyst, this role presents an exciting opportunity to help lead and shape a new way of operating and the ability to add value across a wide breath of subject matters from asset management to new products and services, operational activities or food offerings.

It would be hard pressed to find such a diverse analyst role elsewhere!

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”.



Dimensions:

Reports to: Head of Operating Model Architecture

Responsible for: NA

Location: Wellington

Budget: NA

Internal Contacts: Interislander Subject Matter Experts
KiwiRail Subject Matter Experts
iReX Delivery teams (asset teams)
KiwiRail ICT department

External Contacts: Dependent on the nature of the project

Key Accountabilities

Business Process Management
<ul style="list-style-type: none">• Create business processes in line with the BPM management plan.• Help increase the businesses maturity level of BPM and input into the ongoing development of the BPM management plan and supporting documentation.• Work with Subject Matter Experts from the business to develop and refine business processes and identify the data, technology, people, and asset requirements that are needed to ensure the processes can be successfully implemented.• Help manage the process model and ensure that processes align across the programme and wider organisation.• Manage changes to processes and identify and assess wider impacts from these changes.
New Interislander Projects
<ul style="list-style-type: none">• Work with project teams to identify which areas of the operating model and process model are applicable to their projects and what effort is required to develop any areas that have yet to be completed.• Support projects on identifying the requirements that are applicable to their scope.• Identify where gaps exist in the scope of projects which could have an implication on the ability to implement processes.
Target Operating Model

- Have an in-depth knowledge of the Target Operating Model to ensure that business processes are aligned to the key customer and organisation shifts identified and be able to guide SMEs in these areas.
- Understand how the development of processes and requirements need to align with the customer experience and have a good relationship with the customer experience team.
- Understand how the processes will be utilised throughout the programme, and ensure the good engagement with these teams, eg for the development of training material, or for identification of roles and responsibilities within position descriptions.

Zero Harm

- Ensure Health and Safety is considered and designed within processes.
- Complies with all rail safety system standards, codes, procedures and statutory requirements within area of responsibility.
- Adheres to KiwiRail’s health and safety requirements and takes responsibility for maintaining a proactive approach regarding both personal wellbeing and that of fellow employees, associated customers, sub-contractors and members of the public.
- Identifies and reports accidents, incidents and safety or environmental hazards within work area to immediate manager.
- Promotes zero harm and identifies non-zero harm behaviours to ensure full team engagement.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • 6+ years experience in Business Analyst and/or Business Process Management fields. • Expertise in eliciting business requirements from SMEs. • Excellent communication and stakeholder management skills. • Experience in using BPM methodologies. 	<ul style="list-style-type: none"> • Experience in documenting processes in Bizagi or other similar products using BPMN.

Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • Relevant tertiary qualification in technology, engineering or related discipline. 	<ul style="list-style-type: none"> • IIBA certification and membership, or similar.