



Junior Business Insight Analyst

ICT and Digital

Team:	Business Information	Location:	Wellington or Auckland
Reports to:	Head of Business Information	Job family:	ICT
Role Type:	Business Insight	Salary:	TBC

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities, and our people.

For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country, and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

Our Workplace

At KiwiRail our values define the behaviour we expect from everyone. We have a team of over 4500 people and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



Health, safety and wellbeing is our number one priority. Good safety is good business

About the Role

Purpose of the role

KiwiRail has a bold ambition to grow by winning customer loyalty, and we know that we need to continue to work hard at being easier to do business with, improving our service performance, having consistent asset reliability and delivering for customers at a competitive price to achieve our ambition. We are a large and complex business and often face significant information challenges, such as managing vast volumes of documents and records, integrating data from siloed systems, and maintaining information security and privacy.

The Business Information team is a cross-functional team that is designed to be a one-stop shop for Business Intelligence (BI) excellence across the KiwiRail Group. The overriding mission of the team is to improve the return on Kiwi Rail's information assets. To achieve this, the team is responsible for the processes that support and promote the effective use of Business Insights at KiwiRail.

The emphasis in this role is on utilising our data to enable the company to make smart business decisions. As such this role will be required to liaise with a number of stakeholders as part of ascertaining business needs as well as be involved in a variety of ongoing Business Intelligence projects.

Key to this will be investigating, identifying business problems or opportunities, analysing and reporting findings in a format which is clear and easily understood and which enables the company to make strategic, financially sound business decisions.

Key Accountabilities

Within the area of responsibility, this role is required to:

Business Analysis

- Work with stakeholders to define the business problem or opportunity, and the business objectives and benefits to be gained from addressing the problem or opportunity.
- Gather and analyse data using a vast array of techniques – including but not limited to, interface analysis, interviewing, modelling, decision analysis, observation, brainstorming, business rules analysis, problem tracking, scenarios, prototyping, current state versus future state analysis etc.
- Analyse results and provide useful Business Intelligence commentary to enable “meaningful” analysis.
- Work independently with the business to define concepts and/or problems and solutions.
- Propose and develop appropriate logical solutions in consultation with stakeholders and the Business Intelligence team.

Business Insights & Reporting

- Develop and publish reports regularly and ad hoc reports as required (this will also include weekly/monthly management reports).
- Facilitate performance reporting of key metrics and KPI's across the group by leveraging BI tools and providing access to a central data store.
- Develop and report business opportunities, economic and financial analysis.
- Provide commentary on reports which help to explain the data.
- Ensure that analysis is mainly pro-active.

Communications / Stakeholders

- Engage with the business and key stakeholders to define the business problem or opportunity, the business objectives and benefits to be gained from addressing the problem or opportunity.
- Develop data models, diagrams, process models and business solutions to address issues.
- Confirm with business individuals that the solutions being proposed will meet the requirements.
- Collaborate with subject matter experts and Business Intelligence consultants to establish requirements and to analyse trade-offs between usability, needs and cost.

Administration

- Manage and prioritise the tasks as assigned.
- Administration tasks as required.
- Data entry and cleansing.
- Trouble shoots any issues which arise

Key challenges

- Managing the appropriate allocation of resources in a cost saving environment
- Managing and analysing complex and sensitive issues
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations
- Managing the rationalising the number of reports & dashboards to govern the platform.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Head of Business Information		✓		✓
	Data and Information Architect			✓	✓
	Business Data and Information Team			✓	
	ICT SLT Team				✓
	Information Stakeholders and Specialists			✓	✓
	Internal Stakeholders			✓	✓
External	KiwiRail Customers			✓	✓
	Government Monitoring Agencies			✓	✓

What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • Analyse workplace risks and develop mitigation strategies • Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health
Stakeholder Focus	<ul style="list-style-type: none"> • Provide a positive stakeholder experience • Support a stakeholder-focused culture at KiwiRail • Know our services well and explain them to stakeholder • Respond quickly to stakeholder needs • Develop solutions to meet stakeholder requirements • Solve complex stakeholder issues • Work with colleagues to improve stakeholder outcomes
Project Governance	<ul style="list-style-type: none"> • Follow governance frameworks and systems • Identify and address governance issues early • Monitor and review performance regularly
Risk Management	<ul style="list-style-type: none"> • Choose and adapt appropriate risk management frameworks • Identify and forecast risks, issues, and opportunities in projects



Decision Making

The position is accountable for decisions regarding all Business Insight operational activities and for the provision of advice to team members and stakeholders on day-to-day decisions.

Key decision-making requirements of the position include:

- day to day management, practice & methodologies
- risk management decisions
- resourcing, planning and scheduling decisions

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	None
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- limited lifting of up to 7 kg archive boxes

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- 2+ years of experience in business insights.
- You have experience creating and implementing reports and dashboards.
- You have experience creating and implementing and working with PowerBI as the Information delivery tool.
- Experience with Database Technologies
- Knowledge of Datawarehouse methodologies
- Advanced MS skills (Excel, Office, and Word)
- Excellent reporting skills.
- Sound analytical and data mining skills.
- You have deep understanding of Government agency requirements for compliance.
- You have excellent communication both written and verbal.

Ways of working / Work-related qualities

- You communicate well at all levels
- You make good decisions and are politically aware
- You're flexible and practical
- You focus on customers' needs
- You have a commercial mindset
- You value diversity and help create an inclusive workplace

Other Requirements

KiwiRail uses Skills Framework for the Information Age (SFIA 9) to describe the skills required for roles within ICT. The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. You will need to demonstrate the following skills at the level listed. You can find detailed description of the skills and levels here: [SFIA 9 – SFIA NZhttps://help.sfia.nz/hc/en-nz/articles/4407921246873-SFIA-8-Skills-List](https://help.sfia.nz/hc/en-nz/articles/4407921246873-SFIA-8-Skills-List)

- Business Intelligence level 4
- Data visualisation level 4
- Data analytics level 4
- Business skills level 2
- Business situation analysis level 2

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

You need either:

- A bachelor's degree in commerce or science with computing and statistics
- PowerBI Experience or technical skills in other visualisation tools.

**CREATING
STRONGER
CONNECTIONS**



KiwiRail 

