



# Senior Business Analyst

Auckland or Wellington

Team:	Architecture and Analysis	Location:	Wellington or Auckland
Reports to:	Design and Analysis Lead	Job family:	ICT
Role Type:	Service Design / Business Analysis		

## 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 achieving this means continually becoming easier to do business with, improving service performance, strengthening asset reliability, and delivering value at a competitive price. To support this ambition, we are investing in how we understand, define, and solve complex business problems across our organisation.

Our Design and Analysis Practice operates at the intersection of strategy, operations, customer experience, and technology. We work in a highly complex and fast-moving environment, supporting the organisation to navigate ambiguity, manage competing priorities, and design practical, high-impact solutions that deliver measurable business value.

As a senior member within the Design and Analysis Practice, this role plays a critical part in shaping how KiwiRail tackles its most complex, high-risk and high-value challenges. This is a highly business-facing role, accountable for receiving complex, often loosely defined problem statements and turning them into clear, well-framed problem definitions that senior leaders, delivery teams, and operational stakeholders can align behind.

Working closely with the Design and Analysis Lead, you will operate as a trusted advisor to the business — partnering with leaders, operational teams, and delivery specialists to:

- Rapidly build a deep understanding of how our services and operations function in practice
- Unpack complex problem spaces into clear, structured views of what is really happening
- Define problems in a way that enables confident executive decision-making and effective delivery
- Design fit-for-purpose approaches to discovery, analysis, and solution design
- Shape practical, achievable and commercially sound pathways from problem to solution
- Apply Lean and continuous improvement principles to identify waste, improve flow, and support sustainable operational improvements

This role is focused on the hands-on application of business analysis and design frameworks in real operational environments. You will apply strong judgement, insight, and structured techniques to turn ambiguity into clarity, align diverse stakeholder groups, and support confident, well-informed decision-making at all levels of the organisation.

This is an ideal role for a senior practitioner who thrives in complex enterprises, enjoys working directly with the business, and is motivated by solving meaningful, high-impact problems that span people, process, technology, data, and customer experience.

### Problem Definition and Strategic Analysis

- Act as a senior problem owner for complex, enterprise-wide challenges.
- Partner with business leaders and delivery teams to receive, explore, and shape ambiguous and high-impact problem statements.
- Rapidly build a deep understanding of business strategy, operational realities, and organisational priorities.
- Translate business challenges into clear, decision-ready problem definitions that can be aligned across executive, operational, and delivery audiences.

### Fit-for-Purpose Discovery and Approach Design

- Lead the design of fit-for-purpose discovery, analysis, and design approaches based on the nature, scale, and risk profile of each problem.
- Define scope, outcomes, success measures, and delivery pathways for complex initiatives.
- Ensure approaches are commercially sound, proportionate, and focused on delivering tangible business value.

## **Senior Stakeholder Engagement**

- Operate as a trusted advisor to senior leaders across the organisation.
- Facilitate senior level workshops and working sessions to explore problem spaces, test strategic assumptions, and align on priorities and investment decisions.
- Build strong, credible relationships across business, operations, technology, and delivery functions.

## **Service, Process and Experience Design**

- Lead the analysis and design of end-to-end services, value streams, and operational models.
- Develop current and future state service models that support improved customer, partner, and employee experiences.
- Identify structural constraints, systemic risks, and opportunities for step-change improvement.

## **Process and Value Stream Optimisation**

- Analyse and optimise complex value streams and business processes across multiple functions and business units using Lean Six Sigma and continuous improvement methodologies.
- Identify efficiency, reliability, and performance improvement opportunities through data-driven analysis, waste reduction, and root-cause problem solving.
- Shape practical transformation roadmaps across people, process, technology, and data to deliver measurable operational and customer outcomes.

## **Requirements and Solution Shaping**

- Lead the development of outcome-focused business requirements, solution concepts, and investment options.
- Partner with Architecture, Delivery, Testing, and PMO teams to shape and validate solution options.
- Support executive trade-offs and investment decisions with robust analysis and insight.

## **Visualisation and Executive Communication**

- Produce clear, compelling executive-level artefacts including problem statements, service blueprints, context models, option assessments, and delivery roadmaps.
- Translate complex concepts into accessible narratives for senior leadership, governance forums, and delivery teams.

## **Risk, Dependency and Constraint Management**

- Identify and manage strategic, operational, delivery, and organisational risks.
- Ensure dependencies and constraints are actively managed and surfaced early to senior leaders.
- Support governance, escalation, and mitigation planning.

## **Key challenges**

- Managing and analysing complex and sensitive issues
- Managing constantly changing needs of the business
- Managing multiple project engagements simultaneously
- Maintaining human-centric approaches amid rapid technology change
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Design and Analysis Lead		✓	✓	✓
	Business Analysis Team			✓	✓
	Architecture Team			✓	✓
	Project Teams		✓	✓	✓
	Delivery Office			✓	✓
	Commercial & Growth Teams		✓	✓	✓
	Development and Engineering Teams			✓	✓
	Above Rail & Below Rail Business Teams			✓	✓
	Executive Sponsors and Business Stakeholders			✓	✓
	ICT SLT Team				✓
External	3 <sup>rd</sup> Party Suppliers and Vendors			✓	

## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Analyse workplace risks and support mitigation strategies</li> <li>• Promote a culture of safety and wellbeing within your team</li> <li>• Respond effectively to safety incidents and near-misses</li> <li>• Support team members physical and mental health</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Provide a positive customer experience</li> <li>• Support a customer-focused culture at KiwiRail</li> <li>• Know our services well and explain them to customers</li> <li>• Respond quickly to customer needs</li> <li>• Develop solutions to meet customer requirements</li> <li>• Solve complex customer issues</li> <li>• Work with colleagues to improve customer outcomes</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>• Maintain transparent and open communication</li> <li>• Support a collaborative decision-making process within the organisation</li> <li>• Foster a supportive and cooperative team environment</li> <li>• Provide timely and constructive feedback</li> <li>• Actively seek diverse perspectives in problem-solving</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Consider financial implications when making recommendations</li> <li>• Understand and comply with procurement guidelines</li> <li>• Work with suppliers to ensure quality outcomes</li> <li>• Recognise how financial decisions impact KiwiRail's overall position</li> </ul>
<b>Project Governance</b>	<ul style="list-style-type: none"> <li>• Follow governance frameworks and systems</li> <li>• Identify and address governance issues early</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Identify and forecast risks, issues, and opportunities in projects</li> <li>• Develop mitigation strategies to address potential issues and ensure project success.</li> </ul>

## Decision Making

The position is accountable for deciding Business Analysis approach and frameworks to follow and advice project team members and relevant stakeholders.

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

*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

- 5+ years of experience as a Business Analyst or Service Designer with demonstrated track record of successful projects.
- Expertise in requirements elicitation/validation and documentation, customer journey mapping, process modelling, and data analysis tools.
- Proficiency in various business analysis methodologies and techniques, such as Balanced scorecard, SWOT analysis, PESTLE analysis, and root cause analysis.
- Experience in process improvement frameworks like Lean, Six Sigma, or BPM (Business Process Management).
- Good understanding of key service design principles, such as user-centered design, co-creation, and iterative development.
- Good understanding of IT systems, software development processes, and data analysis tools.
- Familiarity with project management principles and practices, including Agile and Waterfall methodologies.
- Excellent communication skills, with the ability to engage stakeholders at all levels of the organisation, fostering a culture of collaboration and continuous improvement.

### Ways of working / Work-related qualities

- You welcome diverse viewpoints and learn from those with different perspectives.
- You speak clearly and confidently, tailoring your communication to different audiences.
- You are transparent and open in your communications and communicate well at all levels
- You stay calm and composed in the face of challenges or ambiguity.
- You take ownership of challenging goals and are proactive in seeking opportunities.
- You seek out learning opportunities, using new knowledge to improve performance.
- You actively collaborate with colleagues, contributing positively to team tasks.
- You build rapport with stakeholder and customers, ensuring their needs are understood and met.
- You organise your time effectively, ensuring tasks are prioritised and delivered to a high standard.
- You use sound judgement when making decisions, based on thorough analysis and information gathering.
- You find creative solutions to work challenges and aren't afraid to try new approaches.
- You stay up to date with new technologies and adapt readily to using them.
- You prioritise safety by identifying and addressing hazards, ensuring the wellbeing of others.

### Other Requirements

*KiwiRail uses Skills Framework for the Information Age (SFIA 8) 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 8 Skills List](#).*

- Consultancy (Level 5)
- Business Situation Analysis (Level 5)
- Feasibility Assessment (Level 4)
- Business Situation Analysis (Level 4)
- User experience analysis (Level 4)
- Requirements definition and management (Level 4)

- Knowledge Management (Level 4)
- Business Process Improvement (Level 5)
- Stakeholder Relationship Management (Level 4)
- Business Modelling (Level 3)

#### **Qualifications**

- Bachelor's degree in business administration, information technology, finance, economics, or a related field
- Professional certifications in Design or Business Analysis or Lean Six Sigma (*CBAP, PMI-PBA etc*) preferred

**CREATING  
STRONGER  
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.