



## Senior Business Analyst

Auckland or Wellington

<b>Team:</b>	Architecture and Analysis	<b>Location:</b>	Wellington or Auckland
<b>Reports to:</b>	Design and Analysis Lead	<b>Job family:</b>	ICT
<b>Role Type:</b>	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

We are looking for a Senior Business Analyst who goes well beyond traditional requirements gathering. This is a specialist, high-calibre role centred on Design & Discovery — someone who can lead structured discovery, design end-to-end services and processes, and champion the user experience to ensure we solve the right problems at the right time.

Operating within KiwiRail’s Design & Analysis Practice, you will work at the intersection of strategy, operations, customer experience, and technology. You will partner with senior leaders and operational teams to turn ambiguous, high-stakes problem spaces into clear, decision-ready insights and designs that drive meaningful business outcomes.

This is an ideal role for a senior practitioner who thrives in complexity, brings deep expertise in process design, service design, and user-centred discovery, and is motivated by shaping initiatives that span people, process, technology, and customer experience.

We are looking for someone who can demonstrate these core qualities

<p><b>Curiosity</b> You seek to understand problems deeply before jumping to solutions</p>	<p><b>Engaging</b> You work confidently from frontline teams to senior executives</p>	<p><b>Discerning</b> You focus on what matters and cut through complexity</p>	<p><b>Astute</b> You make sound judgements and connect business and technology</p>
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This is not a traditional delivery-focused BA role. You will play a defining role in shaping how KiwiRail solves its most complex problems — operating upfront, influencing strategic approaches, and ensuring the organisation invests in the right work.

### Process Design & Improvement Specialist

- Map and analyse current state processes end-to-end, identifying inefficiencies, structural constraints, and systemic risks
- Design future state processes with clear ownership, flow, handoffs, and measurable outcomes
- Apply Lean, Six Sigma, and continuous improvement methodologies to optimise value streams across functions and business units
- Shape practical transformation roadmaps across people, process, technology, and data to deliver sustained operational improvement
- Establish process governance and performance measures so improvements are sustained, not one-off

### Discovery & Engagement

- Lead structured, rigorous discovery to clearly define business problems and opportunities before delivery begins
- Break down complex, ambiguous challenges and identify root causes through qualitative and quantitative analysis
- Design fit-for-purpose discovery approaches scaled to the nature, risk profile, and complexity of each engagement
- Facilitate senior leadership workshops and working sessions to explore problem spaces, test assumptions, and align on priorities
- Operate as a trusted advisor to senior leaders — building credible, durable relationships across business, operations, and technology
- Translate findings into concise, executive-ready problem statements that enable confident decision-making and investment

## User Journey & Service Design

- Develop end-to-end service views across customer, operations, and systems — surfacing breakdowns across handoffs and organisational boundaries
- Engage with frontline users to deeply understand behaviours, pain points, and unmet needs
- Translate user insights into clear journey maps, scenarios, and design considerations that inform service and solution design
- Apply UX design principles to ensure solutions are usable, practical, and grounded in real-world operational context
- Produce service blueprints that capture the full end-to-end experience — visible actions, backstage processes, and supporting systems
- Design services that work in real operational conditions, not just ideal scenarios

## Problem Definition & Strategic Analysis

- Act as a senior problem owner for complex, enterprise-wide challenges
- Translate ambiguous business challenges into clear, structured problem definitions aligned across executive, operational, and delivery audiences
- Develop options analysis with associated impacts, risks, and trade-offs to support sound investment decisions
- Identify and manage strategic, operational, and delivery risks — surfacing constraints early to senior leaders

## Visualisation & Executive Communication

- Produce compelling executive-level artefacts: problem statements, service blueprints, journey maps, process maps, options assessments, and delivery roadmaps
- Translate complex, multi-layered concepts into accessible narratives for senior leadership, governance forums, and delivery teams
- Ensure analytical outputs are concise, insight-led, and decision-ready

## Outputs You Will Be Responsible For

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You will be accountable for producing high-quality artefacts that drive alignment and decision-making:

- Business cases and opportunity canvases
- Customer and employee journey maps
- End-to-end process maps and future state designs
- Service blueprints and end-to-end service views
- Problem framing, root cause analysis, and opportunity definitions
- Options analysis with risks, impacts, and trade-offs
- Executive summaries and decision-support materials
- Discovery plans and engagement approaches

## Key challenges

- Navigating and synthesising complex, sensitive, and rapidly evolving business problems
- Maintaining rigorous, human-centred approaches amid significant technology change
- Managing multiple high-priority engagements simultaneously with competing stakeholder needs
- Influencing without authority across a large, complex, federated organisation
- Translating operational complexity into clear, executive-ready insights

<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

- 7+ years' experience in Business Analysis, Service Design, Process Design, or a closely related senior role
- Demonstrated ability to lead in ambiguous or early-stage problem environments without a defined playbook
- Track record of influencing stakeholders and shaping outcomes — not just documenting requirements
- Experience in operational environments or complex service ecosystems (large enterprise, government, or infrastructure preferred)
- Familiarity with process modelling approaches: BPMN, SIPOC, value stream mapping, service blueprints
- 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
- Business Process Improvement · Level 5
- Customer Experience · Level 5
- Stakeholder Relationship Management · Level 5
- Requirements Management · Level 5

**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**

KiwiRail 