



Senior Business Analyst, Rail Operations

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 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. As stewards of strategic insight and organisational transformation, our Business Analysis team stands at the critical intersection of innovation, complexity, and strategic execution. We operate within a dynamic ecosystem characterised by multifaceted challenges—constantly changing business requirements, navigating an intricate stakeholder landscape, responding to relentless technological disruption, driving meaningful organisational change, ensuring strategic coherence in realising tangible business value, untangling complex operational processes, and mastering the nuanced realm of data-driven decision-making.

As a Senior Business Analyst within the Design and Analysis Practice, you play a pivotal role in supporting the transformation of our organisation's approach to understanding and delivering strategic business capabilities across our diverse Transport Services ecosystem, **with a particular focus on our Rail Operations business**. Working closely with the Design and Analysis Lead, you will contribute to elevating our Business Analysis maturity from tactical, fragmented practices to a sophisticated, integrated Service Design approach.

In this role, you will assist in driving the evolution of our business analysis and design capabilities by helping to drive consistent methodologies and use structured business analysis and design frameworks that enables more holistic, customer-centric solutions. By implementing robust design and analysis practices, standardising approaches, and undertaking advanced service design techniques, you will help break down siloed thinking, improve cross-functional collaboration, and enhance our ability to develop innovative, integrated solutions that meet the dynamic and interconnected needs of our business.

Key Accountabilities

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

- **Strategic Analysis and Planning:** Conduct strategic analysis to understand business needs and align them with business objectives. Develop comprehensive plans to translate strategic goals into actionable plan.
- **Stakeholder Engagement:** Collaborate with senior stakeholders across various levels of the organisation to understand their needs, expectations, and constraints. Facilitate workshops and meetings to align stakeholders on business objectives and outcomes. Ensure continuous communication and feedback loops with stakeholders.
- **Service Design and Customer Experience** - Develop Service Blueprints and mapping out end-to-end service process to identify opportunities for improvement and ensure a seamless user experience. Develop customer journey mapping and experience optimisation strategies. Create personas and design thinking frameworks to enhance service delivery.
- **Requirements Gathering:** Gather and analyse business requirements from stakeholders. Ensure requirements are well-documented and understood by all parties
- **Process Analysis:** Analyse and document value streams and current business processes, identify areas for improvement, and propose solutions to enhance efficiency and effectiveness.
- **Assist Solution Design:** Work closely with the Architecture, **Testing and the PMO** and wider cross-functional teams to design and validate solutions that meet business requirements and align with strategic goals.
- **Documentation:** Create visuals and documentation, including customer journey maps, stakeholder maps, Personas, business requirements, use cases, and user stories.

- **Coaching and Mentoring:** Coach team members, providing guidance and support in service design and analysis practices.
- **Support Testing and Validation:** Support the testing process in developing test plans, supporting user acceptance testing (UAT), and ensuring that solutions meet the defined requirements.
- **Assist Change Management:** Assist in the development and implementation of change management strategies to ensure smooth adoption of new processes and systems.
- **Continuous Improvement:** Continuously seek opportunities to improve business analysis practices, methodologies, and tools to enhance overall project delivery.
- **Risk Management:** Identify and mitigate risks associated with business requirements and proposed solutions.
- **Assist Training and Support:** Assist with training and support to end-users to ensure they are equipped to use new systems and processes effectively.

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

Key Relationships 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		✓	✓	✓
	Transformation Office			✓	✓
	Development and Engineering Teams			✓	✓
	Rail Operations Teams			✓	✓
	Executive Sponsors and Business Stakeholders			✓	✓
	ICT SLT Team				✓
External	3 rd Party Suppliers and Vendors			✓	

What you will do to contribute

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

Decision Making

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

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

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.
- Knowledge of 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 4)
- 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 (*CBAP, PMI-PBA etc*) preferred

