

POSITION DESCRIPTION	
POSITION TITLE	Business Analyst – 6 months Fixed term
LOCATION	Petone, Wellington
DEPARTMENT	Product
REPORTING TO	Lead Business Analyst
PROFESSIONAL LEVEL	Accomplished
BAND LEVEL	G
NATURE	A privately owned NZ company, Aspeq delivers over 145,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ, and Australia. Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia. The role will be required to work Monday to Friday, but you must take a flexible approach to working hours in line with the needs of Aspeq.
KEY RELATIONSHIPS	<u>External</u> - o Clients and client representatives - o Prospective clients and proposal stakeholders - o Application users <u>Internal</u> - o Lead Business Analyst - o Project Managers and Product Owners - o Product Team - o Client Services Team - o Business Development and Account Management - o Operational and incident response teams - o Internal customers and application users - o Head of Product and CTO - o Product Specialist - o Developers and Testers - o Business and project sponsors - o Wider Aspeq teams
KEY PURPOSE	- o Provide business analysis that clearly defines, prioritises and translates business needs into deliverable outcomes for projects, change requests and pre-project activities. - o Apply independent professional judgement to analyse business needs, identify impacts, risks and dependencies, and develop evidence-based recommendations. - o Undertake requirements analysis, effort sizing, requirements gathering, backlog management and sprint management activities. - o Apply business context and analytical expertise to support solution assessments, future client opportunities, existing client support, incident retrospectives and continuous improvement activities. - o Consider customer, sponsor, people, process, operational and technology impacts when undertaking analysis and developing recommendations.

	o Maintain accurate business analysis documentation and contribute to the ongoing development of Aspeq's business analysis capability.
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ROLE FACTORS	CRITERIA FOR SUCCESS
<u>Education</u> The level of education and/or knowledge compatible with proficiency in tasks outlined in role responsibilities	o Bachelor's degree or equivalent knowledge and professional experience.
<u>Experience</u> The level of cumulative general and technical experience required to perform the role competently.	- o 4 + years of experience as a Business Analyst with a high level of accuracy and attention to detail. - o Demonstrated experience in requirements analysis, effort sizing, requirements gathering, user story and acceptance criteria development and backlog management. - o Knowledge of software development practices, including Agile methodologies, sprint activities and the full software development lifecycle. - o Sufficient knowledge of Aspeq's products, applications, configurations, workflows, sponsors and operational processes to undertake assigned analysis effectively. - o Ability to apply product and operational knowledge when gathering requirements, assessing impacts, identifying dependencies and advising stakeholders. - o Strong business analysis skills, including modelling, documentation, problem analysis and adapting communication for different stakeholder groups. - o Ability to provide analytical support to solution assessments, proposals, incident retrospectives and continuous improvement activities.
<u>Complexity</u> The predictability of the role, considering complexity of activities faced in the normal course of work.	- o Applying business analysis expertise, organisational knowledge and professional judgement to support effective processes and business outcomes. - o Undertaking analysis where requirements, stakeholder expectations, business impacts or solution options may be unclear, evolving or competing. - o Prioritising competing demands and adapting the analytical approach while maintaining alignment with Aspeq's objectives and quality standards.
<u>Scope</u> Breadth of control over other staff and resources, and skills required to best utilise these resources.	- o Lead assigned business analysis activities and remain accountable for the quality of the resulting requirements, analysis and recommendations. - o Work across Product, Client Services, project teams and wider business functions to support effective customer and business outcomes. - o Contribute analytical expertise to decisions owned by Project Managers, Product Owners or other accountable roles. - o Lead and manage the sprint process for project development ensuring a cohesive delivery methodology is implemented and maintained.
<u>Problem Solving</u> The level of judgements required, alongside the availability of guidelines/procedures and the degree of analysis and innovation to arrive at a solution.	- o Apply professional judgement to investigate business problems, assess impacts and dependencies, evaluate options and develop evidence-based recommendations. - o Adapt established techniques and develop appropriate analytical approaches for complex, unclear or unique problems. - o Resolve matters within delegated authority and escalate decisions requiring wider organisational, commercial or strategic authority.

ROLE FACTORS	CRITERIA FOR SUCCESS
<u>Freedom to Act</u> The degree of independence exercised within the role.	- o Work independently within agreed priorities, outcomes and delegated authority. - o Make day-to-day analytical decisions and recommendations for assigned work. - o Seek guidance where risks, impacts or decisions exceed the role's delegated authority. - o Strategic, financial and major organisational decisions remain with the relevant delegated authority.
<u>Impact of Decisions</u> The extent to which decisions made by the role holder impact the physical, financial and human resources of Aspeq.	- o Analytical decisions and recommendations may influence requirements, delivery priorities, solution design, customer outcomes and operational processes. - o Decisions are made within delegated authority and the agreed scope of assigned work. - o The role does not hold delegated financial or contractual authority unless separately approved.
<u>Interpersonal skills</u> The nature and degree of interaction at various levels the role requires to complete tasks.	- o Excellent written and verbal communication when interacting with key relationships. - o Utilising courtesy, tact, and diplomacy to engage with, listen, and relate to stakeholder perspectives. - o Lead requirements and analytical discussions with customers, sponsors and internal stakeholders for assigned work. - o Facilitate discussions between business and technical stakeholders where needs, priorities or perspectives differ. - o Communicate complex information clearly to technical, operational, commercial and customer audiences.
<u>Authorities</u> The level of formal financial, staffing and contractual authority allowed and exercised within the role.	- o Complying with established procedures and protocols to ensure consistent delivery. - o The Business Analyst role does not have authority to make or approve any expenditure on behalf of Aspeq.
<u>People Management</u> The responsibility for supervision and management of Aspeqs' human resources.	- o The Business Analyst role does not include the formal or informal supervision of training or supervising other staff. - o The Business Analyst role has no formal people management responsibility. - o The role may share knowledge and provide mentoring or structured training in areas of established expertise, supporting capability development led by the Lead Business Analyst.
<u>Administration</u> Legislative matters, right to work and additional administrative matters.	- o Must be eligible to work in New Zealand. - o Must agree to a New Zealand Ministry of Justice criminal record check, an Australian Federal Police criminal history check, any overseas security clearances required for the role, and, where applicable, a credit check. As part of a security clearance process, as required you must be prepared to provide information about your immediate family members.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS/OUTCOMES
<u>Core Business Analysis</u>	- o Undertake pre-project requirements analysis and sizing. - o Lead requirements gathering, acceptance criteria creation and effort estimation for assigned projects and change requests. - o Own and maintain assigned backlogs, including review, prioritisation, acceptance criteria, project change requirements and resizing. - o Ensure requirements and user stories remain accurate, traceable and aligned with the intended business outcomes throughout the development lifecycle. - o Lead or coordinate sprint management activities for assigned work, including stand-ups, planning sessions, demonstrations and retrospectives in alignment with the relevant delivery lead.

	o Clarify that change requests in this context relate to enhancements, modifications or new functionality within existing systems and services, rather than changes to project scope, schedule, budget or governance.
<u>Business Support and Improvement</u>	- o Support pre-project request reviews and solution assessments for pre-project activity and change requests. - o Contribute analytical expertise to RFP sizing, request reviews, solution assessments and options analysis for future client opportunities. - o Provide business context, knowledge and analytical expertise to support client enquiries, reporting, insights and business improvement activities - o Document and share product, application and operational knowledge gained through project, change and support activities. - o Act as P1 Incident Manager when assigned by the accountable manager, following the documented P1 process through to handover or closure. - o Contribute to Priority 1 incident retrospectives, problem and contextual analysis, and incorporation of lessons learned into future initiatives. - o Participate in BA team meetings, training, professional development, security training, knowledge management and continuous improvement activities. - o Maintain business analysis documentation and contribute to the development and sharing of BA knowledge and standards. - o Support client and internal communications where analytical context or requirements expertise is required.
<u>Live our Values</u>	o Know and Demonstrate Aspeq's values.
<u>Other</u>	o Any other activities as directed in line with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world