



- Documents design and development requirements using standard methodology.
- Identification and documentation of current business processes and related issues.
- Identification and documentation of business requirements.
- Well defined options, exploring all pros and cons, potential risks and issues.
- Potential improvements and solutions to current issues documented and promoted.
- Identification and documentation of potential new policies and procedures.
- Engage key stakeholders in all analysis, design and development of solutions.
- Systems meet organisation service delivery and reporting requirements
- Change is implemented successfully with less re- work and all affected parties involve

CUSTOMER RELATIONSHIP MANAGEMENT

Tasks (how it is achieved):

- Establishes strong relationships with other teams to gain an understanding of their strategies, objectives and operational functions.
- Works in partnership with Information Services team members to deliver integrated and effective outputs.
- Is accountable and responsive to internal and external customers.
- Demonstrate an understanding of continuous quality improvement.

How it will be measured (KPI):

- Demonstrates a commitment to customer service and continuous quality improvement of information, through interaction with all customers.
- Effective management of customers and situations.
- Customer Satisfaction Survey.
- Positive feedback from key customers.

PROJECT MANAGEMENT

Tasks (how it is achieved):

- Display commitment through actively supporting all health and safety initiatives.
- Ensure all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.
- Ensure own and others safety at all times.
- Comply with policies, procedures and safe systems of work.
- Report all incidents/accidents, including near misses in a timely fashion.
- Is involved in health and safety through participation and consultation

How it will be measured (KPI):

- Evidence of participation in health and safety activities.
- Demonstrates support of staff/colleagues to maintain safe systems of work.
- Evidence of compliance with relevant health and safety policies, procedures and event reporting.

HEALTH & SAFETY RESPONSIBILITIES

HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:

- Takes reasonable care of your own health and safety
- Ensures that your actions or omissions, do not adversely affect the health and safety of other persons
- Complies with reasonable instructions given by HBDHB
- Co-operates with health and safety policies or procedures


<p>KEY WORKING RELATIONSHIPS</p>	<p>INTERNAL</p> <ul style="list-style-type: none"> • HBDHB Employees • Finance and Information Director • Chief Operating Officer • Business Process Team Leader • Head of Build and Business Intelligence • Head of Operate • Enterprise Architect • Information Services • Information Services Governance Group • Planning, Informatics and Finance • Strategic Services • Chief Operating Officer & Health Services team • Public Health Team • Executive Team • Clinical Council • Consumer Council • Maori Relationship Board • Project Management Office 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Health HB PHO, GPs & all Primary Care • Community Services • Other Healthcare providers, primary, secondary, tertiary and non-government organisations • Central Region Program of work • Government Agencies • Ministry of Health and Directorates • Vendors and suppliers • District Health Boards • Regional Infrastructure Group
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<p>HOURS OF WORK</p>	<p>80 hours per fortnight</p>
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<p>EMPLOYMENT AGREEMENT & SALARY</p>	<p>As per the Individual Employment Agreement (IEA) negotiated with the appointee.</p>
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<p>DATE</p>	<p>February 2020</p>
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<p>ESSENTIAL CRITERIA</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Tertiary qualification in Computer Science, Information Systems, Computer Engineering, System Analysis, Business Studies or a related field (or studying towards) or equivalent structured development in the workplace. <p>Experience - Business / Technical Skills</p> <ul style="list-style-type: none"> • Business systems analysis and process mapping skills. Analysis and design abilities. • Experience working in a Business Systems Analysis roll with Project Management and time management skills. • Well developed and effective communication skills, both written and verbal. • Risk Management. The skills to identify risk and provide mitigation strategies. • Skills to learn new software and systems. • Planning and service delivery skills. • Customer service skills. • Good team work ethic including the skills to work collaboratively with a variety of diverse agencies and people. • Attention to detail and quality assurance skills. • Self-managing with initiative. • Skills to proactively share expertise. • Numeric. Ability to understand and interpret financial and non-financial information • Enterprise Architecture knowledge • Analysis and design skills.




Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay


Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.




HE KAUANUANU RESPECT
ĀKINA IMPROVEMENT
RARANGATE TIRA PARTNERSHIP
TAUWHIRO CARE




HE KAUANUANU RESPECT
Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.



ĀKINA IMPROVEMENT
Continuous **improvement** in everything we do. This means that I actively seek to improve my service.



RARANGATE TIRA PARTNERSHIP
Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.



TAUWHIRO CARE

<p>RARANGATE TIRA PARTNERSHIP Working together in partnership across the community. This means I will work with you and your whānau on what matters to you.</p>

- Comprehensive knowledge and understanding of software development lifecycle (SDLC)
- An excellent understanding of how information is captured, stored and analysed to provide reporting.
- An excellent understanding of process mapping and information flows.
- Change management experience.
- An intermediate knowledge of Microsoft Office Products
- Experience identifying data quality issues to improve data integrity.
- Experience working collaboratively and proactively to achieve organisational goals.
- Experienced communicator both written and verbal.
- Experience working with technical staff and business users at all levels of the organisation.
- Demonstrates a high level of understanding of Information systems, practices and procedures.

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local Tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Demonstrates ability to apply the Treaty of Waitangi within the Service.

