

Position Description

Title:	Business Analyst/Project Manager	Reports To:	Service Delivery Manager
Directorate:	Public Experience	Direct Reports:	None
Status:	Permanent Full Time	Date:	August 2024

About The Museum

Tāmaki Paenga Hira Auckland Museum is New Zealand’s largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand’s oldest research institution, an education facility, and a major tourism destination. We employ approximately 280 people and have over 300 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, Insurances, and an award-winning wellbeing programme.

Purpose & Context for the Role

The Business Analyst/Project Manager (BA/PM) role in the Technology & Digital department is responsible for collecting and documenting technical and functional requirements, and the project delivery of various projects that have a technological footprint, some of which will be internal to the department, and others that will require engagement with other internal and external stakeholders.

A strong emphasis for this role is the ability to engage with diverse business stakeholders to understand and empathise with their business objectives, challenges, opportunities, and problems and act as a bridge between those stakeholders and internal technology and digital teams, as well as third party vendors, ensuring solution outcomes that meet the business need.

Reporting to the Service Delivery Manager, the role will work with the Technology Leadership Team (TLT) to prioritise delivery activities, provide status updates on the project pipeline and in-flight projects, and provide guidance, advice, and recommendations on best practice for project delivery tools, processes, and practices. This role collaborates with other project management roles across the Museum to identify opportunities to standardise and optimise Museum-wide project management practices.

This role requires an understanding of, and experience with, delivering technology-centric projects.

Accountabilities

Key Tasks:	Expected Results:
Business Analysis:	Solutions lifecycle documentation administration (including requirements, use cases, user stories and customer/user journeys), stakeholder management,

	benefits management and product management, to ensure successful project outcomes.
Project Planning:	Define the project’s requirements, scope, objectives, and deliverables in consultation with stakeholders. The project manager then develops a project plan that outlines the tasks, schedules, budgets, resources, and milestones needed to achieve the project goals.
Resource Management:	Manage both human and other resources. This role allocates the right tasks to the right people and ensures the project has all the necessary resources at the appropriate times
Time Management:	Ensure that a project remains on schedule, which involves setting deadlines, prioritising tasks, and mitigating any delays. Time management also includes regular monitoring and adjustment of schedules to accommodate any changes or challenges that arise during the project lifecycle.
Quality Assurance:	Establish quality standards for projects and ensure these standards are met through regular testing and validation processes
Stakeholder Communication:	Regularly communicate with all stakeholders, including internal customers, suppliers, team members, and upper management, to ensure everyone is informed and engaged. This includes preparing status reports, conducting meetings, and being the point of contact for any inquiries related to the project.
Risk Management:	Assess potential threats to a project’s success and implement risk management plans to minimise impact.
Documentation:	Create and maintain detailed records of all project elements, such as requirements, contracts, plans, financial statements, and communications.
Collaboration:	Work with colleagues, vendors, suppliers, and partners in a progressive, inclusive, and collaborative way.

Important Relationships	
External:	Project partners, suppliers, technology vendors, digital agencies, other sector organisations, external contractors, professional project management bodies, Museum visitors.
Internal:	Technology Leadership Team, Technology & Digital department members, project stakeholders from other Museum departments, Executive management (as required), internal contractors.

Our Expectations of our People

Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates
- Actively participates in hazard identification and reporting
- Makes suggestions on how to improve health and safety at work.

Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā);
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

Digital capability

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

Develop self for current and future employment

- Knowledge and skills are developed and maintained for competent performance of current position.

He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- Authentic – Understanding our purpose, practicing our values, leading with our hearts
- Customer Centred – Creating memorable positive experiences for each other our audiences
- Respectful – Honouring each other, valuing our differences
- Connected – Connected to each other, our work, and our communities
- Growth Mindset – We treat challenges as opportunities

Core Competencies Required of all Roles

Generosity

- Displays goodwill towards colleagues and assumes the best of them, letting it go with mistakes are made and giving people another chance.

Customer-Centred

- Is always ready to share with and help others, even if they need to go out of their way.

Resilience & Optimism

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

Connected

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

Respectful

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

Accountable

- Holds themselves accountable for their performance, is open to feedback and asks for it.

Inclusive

- Respects that people are free to be themselves and express their identities.

Additional Competencies Required for this Role

Success in this role requires the following additional competencies (add/delete as required).

Action Oriented

- Enjoys working hard; is action oriented and full of energy for the things they see as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

Negotiating

- Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

Customer Focus

- Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Patience

- Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

Skills & Experience Required for this Role

Success in this role requires the following foundations (add/delete as required).

- **Years of experience** – demonstrated or strong experience working on technology projects, not necessarily as the lead project manager. We're looking for somebody with project analysis and delivery experience that is enthusiastic about taking the next step on their career path.
- **Formal qualifications** – a tertiary qualification with relevance to technology project delivery is desirable.
- **Specific skills** – business analysis, project coordination, project management, outcome management, and/or planning are all relevant to this role.

- **Proven abilities** – excellent written and verbal communications skills, risk management, problem-solving, prioritisation, being detail and outcome oriented.

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- **Cultural Competency** – or a willingness to learn. Auckland Museum is a cultural institution and has a stated intention to become tikanga-led. This role requires somebody who is already on, or can embrace, a cultural journey for themselves to support our obligations under te Tiriti o Waitangi.
- **Empathy** – this role requires not only listening to stakeholders but truly hearing them and working in their best interests, balanced against the interests of the Technology & Digital department, and the Museum as a whole, to deliver amazing and satisfying outcomes.
- **Professionalism** – the ability to maintain a high standard for all of the role’s undertakings, including at difficult times.
- **Fun** – we’re looking for somebody who will enjoy working at the Museum and that others will enjoy working with. We strive to provide a stimulating environment and want people that can elevate positive energy.

He Oranga Tangata ka ao
Enriching lives: Inspiring discoveries