The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Lead Business Analyst

Reports to:	Head of Project Delivery
Division:	ITS
Tenure:	Permanent
Location:	Hillcrest Campus, Hamilton
Date:	February 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:
● Tū ngātahi me te Māori
● Mahi pono
● Whakanui i ngā huarahi hou
● Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:
● Partnership with Māori
● Acting with integrity
● Celebrating diversity
● Promoting creativity

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1. GENERAL

Our University's digital vision is "Digital connects us and moves us forward."

Information Technology Services (ITS) leads digital direction, manages and protects the digital ecosystem, supports digital initiatives and delivers digital services that ensure the University can teach, research and operate successfully in a secure, resilient, connected, sustainable and future-ready digital environment.

ITS is part of the Corporate Services Group within the portfolio of the Chief Operating Officer.

2. POSITION PURPOSE

The Lead Business Analyst is the discipline leader and people manager for Business Analysis and Testing within the Project Delivery Office.

This role is accountable for the quality and maturity of Business Analysis and Testing across the ICT programme. It ensures that initiatives are framed correctly, requirements are robust, solutions are aligned to enterprise architecture, and testing is risk-based and integrated throughout delivery.

The Lead Business Analyst shapes how the University defines problems, evaluates options, designs solutions and assures delivery quality. The role elevates Business Analysis from transactional requirements gathering to strategic advisory capability.

3. FUNCTIONAL RELATIONSHIPS

Internal:
- Head of Project Delivery
- Project Managers
- Business Analysts and Test Analyst
- Enterprise and Solution Architects
- ITS Leadership Team
- Academic and Professional Services leaders

External:
- Vendors and solution partners
- Contract Business Analysts and Test Analysts
- Sector peers and specialist advisors

4. KEY RESPONSIBILITIES

People Leadership and Workforce Management
- Direct line management of Business Analysts and the Test Analysts.
- Set performance expectations and oversee professional development.
- Build capability through structured coaching, mentoring and practice development.
- Plan and forecast resource requirements across the work.
- Lead recruitment of permanent Business Analysts and participate in the selection of contract Business Analysts and Test Analysts.
- Foster a culture of accountability, critical thinking and value-focused delivery.

Business Analysis Practice Ownership
- Own, maintain and continuously improve the Business Analysis Framework within the PMO.
- Refine standards and templates and quality controls.
- Ensure structured discovery practices that include problem framing, options analysis and measurable benefits definition.
- Embed traceability from strategic objectives through to solution delivery and benefits realisation.
- Monitor practice maturity and drive continuous improvement initiatives.
- Ensure Business Analysts act as trusted advisors who challenge assumptions and clarify value.

Testing Discipline Governance and Assurance

- Own and work to continuously improve the PDO Testing Framework.
- Define and govern standards for test strategies, coverage, traceability and defect management.
- Ensure each initiative establishes an appropriate test approach aligned to its delivery methodology and risk profile.
- Provide oversight and assurance that test plans are robust and aligned to agreed requirements.
- Manage and develop the Test Analyst role, ensuring capability growth and effective execution.
- Build testing capability in the Business Analyst roles.
- Ensure testing is embedded early in the delivery lifecycle.
- Execution of detailed testing activities remains the responsibility of the Test Analyst and project teams; this role holds governance and discipline accountability.
- Contribute analysis insight and quality assurance perspectives to relevant ICT governance forums.

Business Architecture Alignment and Contribution

- Apply business architecture thinking to support structured discovery and solution design.
- Develop and maintain business capability maps, value streams and high-level process views to inform initiative scoping and prioritisation.
- Document current and future state business processes and operating models for initiatives.
- Identify cross-functional impacts, dependencies and organisational change implications.
- Ensure requirements and solution designs align with agreed enterprise architecture principles and standards.
- Collaborate closely with Enterprise and Solution Architects to ensure business and technical design coherence.

Complex Analysis

- Lead discovery and analysis for complex or high-risk initiatives.
- Guide development of business cases and investment proposals as required.

Change Integration

- Ensure change impact assessment and stakeholder analysis are embedded within Business Analysis artefacts.
- Collaborate with change capability within PDO.

Governance and Leadership Contribution

- Provide transparent reporting on discipline performance, risks and constraints.
- Ensure projects are set up properly from the start, with clear problem statements, defined outcomes and agreed measures of success.

Team Contribution

- Work effectively as a member of the Project Delivery Office team to support other team members and provide support and/or coverage of functions.

- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of department's systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5.   PERFORMANCE STANDARDS

The Lead Business Analyst will be performing satisfactorily when:

- Business Analysis and Testing frameworks are consistently applied across the programme.
- Practice maturity improves year-on-year.
- Stakeholders demonstrate confidence in the rigour and value of analysis outputs.
- Testing approaches are risk-based, embedded early and executed effectively.
- Business Analysts are recognised as strategic contributors rather than transactional support.
- The team demonstrates capability growth, engagement and professional development.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Bachelor's degree in Business, Commerce, Information Systems, Computer Science or equivalent experience.

Desirable

- Postgraduate qualification in a relevant discipline.

- IIBA certification or equivalent.

- Exposure to enterprise architecture frameworks (e.g. TOGAF).

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Significant experience (8+ years) in Business Analysis within complex enterprise environments.

- Demonstrated experience leading or managing professional staff.

- Experience defining or uplifting Business Analysis and/or Testing frameworks.

- Strong enterprise analysis capability including capability modelling and process architecture.

- Experience operating across Agile and structured delivery environments.

- Proven ability to influence senior stakeholders and governance forums.

Desirable

- Experience within tertiary education or public sector environments.

- Familiarity with ITIL, Prince2 or PMBOK frameworks.

PERSONAL QUALITIES

- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation.

- A demonstrated commitment to challenge the status-quo and drive continuous improvements.

- Strong technical ability with systems and processes

- Collaborative team player that develops positive working relationships with colleagues and stakeholders/users

- Ability to monitor multiple tasks, prioritise and maintain progress.

- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.