

Senior Business Analyst

TSB's Massive Transformational Purpose

Unleashing Our Unparalleled Customer Care for Community Good

Our Values

People First

One Team

Innovation

Integrity

Keep It Simple

Senior Business Analyst

Working at TSB

Our people are proud to belong to a 100% independent New Zealand owned bank whose profits go to purpose in Kiwi communities thanks to our philanthropic shareholder the Toi Foundation.

We're a leader in customer service and were delighted to win the 2021 Consumer NZ People's Choice Award for Banking for the sixth year in a row! We were also very pleased to be awarded the prestigious KPMG New Zealand Customer Experience Excellence Award in 2019.

Both these awards recognize our commitment to delivering good customer outcomes. This can be seen in our passionate TSB people and form a core part of our purpose: Unleashing Our Unparalleled Customer Care for Community Good.

TSB's values of One Team, People First, Integrity, Innovation and Keep it Simple ensure we stay focused on good conduct and culture. We work collaboratively as one team to ensure a bright future for communities and our people are encouraged to bring their whole selves to work and play an active part in the bank's success. We want to create remarkable experiences for our people just as our people create remarkable experiences for our customers.

Role dimensions

Reports to:	Head of Enterprise Programme Management Office
Department:	Regulatory Compliance Uplift Office
Job Family:	Technical Specialist
Location:	Auckland or New Plymouth
Direct Reports:	N/A
Total Employees:	N/A
Financial Authority:	No

Role requirements

Primary purpose

The Senior Business Analyst position is responsible for working with stakeholders across the bank to analyse and document strategic business requirements and deliver key initiatives that will drive the business forward.

As the Senior Business Analyst, you will collaborate across functions, connecting and partnering with internal and external stakeholders gaining in-depth understanding of business strategies and requirements, supporting strategic business projects.

Role specific areas of responsibility

- Support the implementation of business solutions by building relationships and partnerships with key stakeholders and identifying business needs.
- Identify, create and facilitate process design changes by conducting business and systems process analysis and design at a complex level. This may include developing process improvements or changes along with integrating new systems and processes with existing ones.
- Lead or participate in key projects by completing and updating project documentation, ensuring efficient and on-time delivery of project tasks and milestones
- Research and analyse market and industry data to assist with business decisions
- Provide coaching and development to team members and peers by sharing your expert knowledge and collaborating with others
- Act as the key link between business units, ensuring necessary requirements are incorporated
- Facilitate workshops and document outcomes as per requirements

Generic responsibilities

- Keep up to date with and comply with all TSB bank policy and procedures.
- Comply with all health and safety policies, directions and instructions and ensure that in the performance of duties not to undermine own health and safety or the health and safety of any other person. Be continually mindful of the bank's Health and Safety Policy:
 - No business objective will take priority over health and safety.
 - All incidents are preventable.
 - Whilst management have ultimate accountability, we all have responsibility for health, safety and wellness.
 - All employees have the responsibility to stop any job they believe is unsafe or cannot be continued in a safe manner.
- At all times demonstrate the Bank's values:
- Embrace change and act as a change agent – accepting, embedding and reinforcing change in the workplace.

Person specification

Required experience & qualifications

Experience

- 5+ years prior experience in financial services or Banking
- 7+ years prior experience as a Senior Business Analyst
- Attention to detail while maintaining a holistic perspective

- Is an exceptional communicator with an ability to engage with a wide range of people
- Ability to think analytically, as well as write easy-to-understand user stories/requirements
- Proven success in delivering first class outcomes while working across complex and multi-functional stakeholder groups
- Ability to scope business processes and facilitate process modelling sessions
- Exceptional interpersonal skills - including active listening, negotiation and influencing
- Experience with writing business cases
- Strong process modelling skills with an understanding of BPMN
- Ability to analyse and create reports/recommendations detailing trends and performance
- Professional qualifications in Business Analysis will be looked upon favourably

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document and TSB reserves the right to amend as required.