WMS

WISE MANAGEMENT SERVICES

Position description

BUSINESS IMPROVEMENT ANALYST

Purpose of this role

As a Business Improvement Analyst, you will play an integral role in shaping and delivering operational improvement across WMS and the Wise Group.

Working as part of the IS Business Improvement Team, the purpose of this role is to breakdown issues and build solutions to inform effective and impactful improvement outcomes by:

    i.   Analysing issues and understanding opportunities
    ii.   Designing and considering solutions
    iii.   Supporting the build and delivery of change
    iv.   Engaging stakeholders and championing business improvement

Working with one of the largest providers of mental health and wellbeing services in New Zealand, the Wise Group, you will have a particular focus on initiatives that improve operational efficiency, creating fresh possibilities to power the group every day.

Key responsibilities

Analyse issues and understand opportunities

The Business Improvement Analyst is responsible for breaking down business issues by working with the contributing and impacted stakeholders to understand their worlds and discover the most effective opportunities for improvement. This includes:

- Workshopping, interviewing and consulting with involved parties.
- Ascertaining a current state using structured mapping approaches.
- Identifying, measuring and prioritising pain points.
- Investigating issues to determine root causes of problems.
- Defining issues, business needs, and desired outcomes.
- Eliciting improvement ideas from users and stakeholders.
- Determining requirements and scope of work to address issues and fulfil opportunities.
- Ensuring there is broad consensus around the findings of discovery work.

Design and consider solutions

The Business Improvement Analyst is responsible for leading solution design - from suggesting high level conceptual options, to developing detailed design brief - informed by discovery analysis, and in collaboration with technical experts and stakeholders. This includes:

- Capturing and generating ideas about how to solve problems.
- Drawing on discovery work to solve the right issues and fulfil the intended outcomes.
- Considering ways of working, process, and tech elements as part of any solution.
- Using design methodologies to develop great user experiences.

Together is better

- Assessing potential solutions against key factors, such as expected benefits, costs, risks etc.
- Including stakeholders and experts in the process; seeking input and sharing findings.
- Providing evaluated recommendations to decision makers.

Support the development and delivery of change

The Business Improvement Analyst is responsible for ensuring that the building of a solution maintains the integrity of the design, and that the business have the support and guidance they need to implement and embed the change. This includes:

- Ensure that any design or practice changes are aligned with achieving the desired outcomes.
- Scope, design, and run testing to obtain business acceptance, and assess readiness.
- Identify and resolve issues as they arise; optimise usability through iteration and refinement.
- Ensure coherence between business processes and tech tools.
- Create guidance architecture and material.
- Contribute to training plan and approach, creating training material, and delivering training.
- Support leaders and teams to successfully adopt and embed new technologies, processes, and ways of working.
- Undertake post implementation review and measure benefits to determine a piece of work has been satisfactorily completed.

Champion business improvement

At the heart of this role is the need to keep people at the forefront of all our work. Work in collaboration with teams and leaders to understand their day-to-day work lives, the experience of their clients and customers, and their strategic objectives, so that we can stay focused on delivering meaningful improvement outcomes with them, for them.

- Keep teams and stakeholders looped in work progresses and seek broad input and feedback.
- Be a trusted partner to the business so that they can share their real issues and ideas with us.
- Continually consider whether our work is on track to meet the end users' needs.
- Guide stakeholders through change and support leaders to lead the way for their teams.
- Encourage and enable teams to lead their own improvements to their ways of working.
- Advocate for quality process mapping as a foundation for business improvement.
- Use our improvement framework, tools, and ways of working to ensure work is structured, transparent and provides a clear and consistent experience for our customers.
- Incorporate lessons learnt into future work to continuously improve our service to the business

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About You

Inclusive and self-aware

Working in tight team environments, respectfulness and kindness are key to ensuring everyone feels safe and included in the work. You enjoy supporting others to do the best work they can.

Collaborative

You seek out other's ideas and contributions and think of the collective good, and the collective goals, in your approach to work. You can work within and across multi-faceted and hybrid environments, with excellent communication, presentation, and facilitation skills.

Free thinking and flexible

You are an open and critical thinker, can carefully consider problems to methodically develop solutions and action them. You are adaptive to changing circumstances, can incorporate alternative perspectives, and are highly organised in your approach to work.

Can see the forest and the trees

You can zoom in and out to see the big picture as well as all the puzzle pieces needed to bring it all together; and can help others to keep perspective on what work needs to be done to keep us heading towards our key outcomes.

Improvement-focused

You are driven by the ultimate aims of our work – making things better for the people who care for the people. You have a growth mindset towards your own development, a belief in continuous improvement, and a passion for making things better for others.

You have experience in:

- A business analyst or process improvement role
- Process and technology change implementation
- Workshop facilitation
- Gathering and analysing information to determine root causes and develop requirements
- Working with a high level of autonomy, creativity and problem solving
- Project and agile or scrum methodologies
- Lean Six Sigma, UX, Design Thinking or other human-centred design approaches
- Business process design and mapping
- MS Office and JIRA, or similar planning tools.

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Make work a source of wellbeing

Prioritise your own wellbeing; understand what's most important to you and be responsible for holding boundaries and seeking support when you need it. Treat everyone in our workplace fairly, equally and with respect. Actively seek out, draw upon and value the different knowledge, perspectives, experiences, and styles present in our workplace.

Together is better

This is our spirit. It describes the way in which we all approach our work every day.

How we work together and get to our goals, is just as important as what we achieve. For us, the ends do not justify the means. We use the following two behavioural models which are essential for building a healthy workplace and describing what Together is Better looks like in action at WMS.

Together is better

For us, Peak Performance means continual improvement in pursuit of our shared purpose

The five behaviours of healthy teams

Healthy organisations ensure people are committed to doing the ongoing work of developing and maintaining Peak Performance and practicing the five positive behaviours of healthy teams:

1. TRUST

+ Act in ways that build trust.
+ Extend trust, proactively sharing relevant information.
+ Respect the contributions of others.

+ Have a clear understanding of individual and team strengths, differences and styles.
+ Be completely open with each other about fears, weaknesses and failures.

2. CONFLICT

+ Make communication a strength.
+ Name the elephant – bring conflict to the surface.
+ Have the courage to interrogate reality.

+ Have high quality debate, not hesitating to disagree and challenge ideas.
+ Offer, seek and accept constructive feedback.

3. COMMITMENT

+ Have a clear and agreed purpose.
+ Demonstrate commitment to the core values.
+ Have a compelling and simple strategy that is shared across the organisation.

+ Everyone is aligned with a quarterly focus.
+ Information moves through the organisation accurately and quickly.

4. ACCOUNTABILITY

+ Have clear and compelling team and individual goals.
+ Team members hold each accountable to decisions, commitments and standards.

+ Act with one person accountable – team members responsible.
+ Have effective meetings.
+ Collaborate away from formal meetings.

5. RESULTS

+ 'Scoreboards' are established and progress to critical metrics is known and understood by all.
+ Share in wins and losses.

+ Focus on whole of business or team results – collective results supersede individual and department goals.
+ Debrief, learn and adapt is lived.
+ Structures and processes run without drama.

Source: The Five Dysfunctions of a Team, A leadership fable, by Patrick Lencioni

Together is better

Characteristics of team players

In being intentional about creating a healthy workplace, we've identified the team player attributes that personify our WMS spirit.

Humility

We share credit, emphasise team over self, support each other and define success collectively rather than individually. We are quick to point out the contributions of others and slow to seek recognition for our own. We don't have excessive ego or concerns about status and attention.

- Compliments or praises teammates without hesitation.
- Easily admits to mistakes.
- Is willing to take on lower-level work for the good of the team.
- Gladly shares credit for team accomplishments.
- Readily acknowledges his/her weaknesses.
- Offers and accepts apologies graciously.

Compassion

We have compassion, caring about ourselves, others and our organisation. We know how to effectively deal with others, understanding the impact of our words and actions, caring personally and challenging directly.

- Understands what others are feeling during meetings and conversations.
- Shows empathy to others on the team.
- Demonstrates an interest in the lives of his/her teammates.
- Is an attentive listener.
- Is aware of how his/her words and actions impact others on the team.
- Adjusts his/her behaviour and style to fit the nature of a conversation or relationship.

Drive

We are always looking for more to learn, ways to improve and more to achieve. We are positive, optimistic and constantly thinking about the next step. We are self-motivated, diligent and have grit.

- Does more than what is required in his/her own job.
- Has passion for the 'purpose' of the organisation.
- Feels a sense of personal responsibility for the overall success of the team.
- Is willing to contribute to and think about work outside of office hours.
- Is willing to take on tedious or challenging tasks whenever necessary.
- Looks for opportunities to contribute outside his/her area of responsibility.

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