

POSITION DESCRIPTION

Position:	Kaitātaki - Applications and Data Lead	
Team:	Te Taituarā (Business Unit) – Information Technology Team	
Reporting to:	Chief Digital Officer	
Staff Responsibility:	Nil	
Job Purpose:	Te Taituarā aims to provide a seamless and highly efficient “engine-room” support team to kaimahi and whānau. The key responsibilities of this position are: - To lead activities relating to Te Oranganui’s business applications, data and reporting solutions, ensuring they are aligned with the IT strategy, enterprise systems architecture and technology roadmap. - To ensure Te Oranganui’s business applications are architected, designed and implemented effectively. This includes Customer Relationship and Case/Patient Management Systems (CRM), Financial Management Information Systems (FMIS), Human Resource Information Systems (HRIS), and Data and Reporting IT solutions. - To ensure IT solutions relating to business applications are delivered and enhanced using good practice project and systems development methodologies. This includes high-quality business process modeling, business requirements gathering, test management, and change management. - To ensure IT solutions relating to business applications are supported and maintained in alignment with the ITIL IT service management framework. - To build strong relationships across the organisation to understand customer and business needs, improve user experience, and ensure business applications effectively support service delivery outcomes.	
Accepted by:	Employee Signature:	Date:
<<NAME>>		

About Us

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngā Wairiki Ngāti Apa, Te Āti Haunui-a-Pāpārangi and Ngā Rauru Kītahi.

Our Services

Te Waipuna Health | Primary Health & Medical
 Te Taihāhā | Disability Support Service
 Waiora Hinengaro | Vocations, Mental Health and Addictions
 Toiora Whānau | Whānau and Community
 Te Puawai Whānau | Family Start & Tamariki Ora Services
 Waiora Whānau | Healthy Families
 Whakahaumanu Mana Tāne | Clinical Services Corrections
 Te Taituarā | Business Unit

Our Vision	Korowaitia te puna waiora, hei oranga motuhake mō te iwi
Our Mission	Investing in transformational wellbeing where whānau are at the center of everything we do.
Our Values	
<i>Kotahitanga</i>	Kei te Kotahitanga o ngā kūmete nō uta, nō tai te orange o te iwi We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective. We are innovators of change, building a movement for transformation.
<i>Whanaungatanga</i>	Nō te whānau, mō te whānau We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.
<i>Pono</i>	Kia mau, kia ū ki ngā kete mātauranga nō ngā tupuna Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.
<i>Tika</i>	Whāia te ara tika ahakoa te aha Whānau ability to attain wellbeing is a fundamental right. We believe in a just fair system and so we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.

Key Result Area 1. Team Leadership and Work Management

- Plan, co-ordinate and lead the activities performed by the applications and data team, ensuring work is allocated appropriately across the applications and data team, and the kaimahi are working efficiently and effectively.
- Coordinate, mentor and support kaimahi in the applications and data team, ensuring activities are completed effectively and organisational objectives are achieved.
- Manage business applications related support activities in line with ITIL IT service management processes.
- Manage business applications related patches, service packs and minor projects, ensuring they are delivered on time, on budget and with full scope met.
- Contribute to major and/or complex projects in a business workstream lead role, or other project roles, as agreed with the Chief Digital Officer.
- Foster and nurture strong relationships with Te Oranganui's senior management team, and business applications subject matter experts and super users.

Key Result Area 2. Business Applications Solution Architecture and Design

- Contribute to, and ensure all activities performed by the applications and data team align with, Te Oranganui's enterprise systems architecture.
- Accountable for high level solution architecture diagrams (aka solution concept diagrams), ensuring they are created and maintained for all business applications.
- Accountable for solution design documents and technical as-built documents, ensuring they are created and maintained for all business applications.
- Accountable for maintaining and evolving Te Oranganui's enterprise data model, ensuring it supports the Whanau Ora service delivery model, and remains aligned with business applications and reporting solutions.

- Accountable for the design and continuous improvement of reporting and analytics solutions, ensuring they support operational, management, contractual and strategic decision-making.

Key Result Area 3. Business Analysis

- Accountable for delivery of current and future state business process models and business requirements documents, ensuring they are approved by appropriate stakeholders.
- Accountable for approving solution design documents, ensuring solutions support the desired future state business processes and meet the business requirements.
- Accountable for test management, ensuring an appropriate level of testing is completed, and user acceptance test exit reports are approved by appropriate stakeholders.
- Accountable for change management, ensuring an appropriate level of end user training is completed, effective communications are provided for identified stakeholder groups, and the business applications solutions are released effectively into the production environment.

Key Result Area 4. IT Service Management

- Accountable for delivering weekly, monthly, quarterly and annual dashboards, contractual and management reports
- Responsible for IT request queues ensuring all incidents and problems relating to business applications are resolved in line with IT service management metrics.
- Responsible for IT request queues ensuring all requests for change (RFC) relating to business applications are triaged, clustered and recommendations for priorities for delivery are provided to the Change Advisory Board.
- Member of the Change Advisory Board assessing proposed service packs, minor projects, major projects and complex projects and endorsing/approving initiatives to be delivered.

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending karakia, whanaungatanga, waiata etc.
- Uphold the principles of Whanau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed

Person Specification

Qualifications and Education

- Relevant tertiary degree in Information Technology, Business Systems or equivalent experience.
- Relevant certifications in IT Service Management (e.g. ITIL), Project Management (e.g. Prince2), Enterprise Architecture (e.g. TOGAF), Business Analysis (e.g. BABOK), and Data Management (e.g. DMBOK)

Experience

- Proven experience supporting and administering enterprise business applications (e.g. CRM, FMIS, HRIS, Data Lakes/Warehouses, Dashboard and Reporting Tools) and ideally in a team leadership role.
- Demonstrated ability to manage relationships with internal business stakeholders and external IT

service providers to ensure expected delivery outcomes.

- Demonstrated ability to develop high-level solution designs and work within an enterprise architecture context.
- Experience working with SaaS and PaaS platforms, configuration management, and vendor-supported solutions.
- Experience in business analysis, including process modelling, requirements gathering, testing and training.
- Experience planning and coordinating User Acceptance Testing (UAT), including development of test scenarios and scripts
- Experience providing Level 1 and Level 2 application support within a structured service management environment (e.g. ITIL).
- Understanding of system integration concepts, data management and flows, and information management principles.
- Experience in the health and social services sector is highly desirable.

Technical Skills

- Solution Architecture and Solution Design
- Business Process Modelling, Requirements Management and Business Analysis
- Test Management, Change Management and Solution Implementation
- IT Service Management (ITIL), including Incident, Problem, Change and Release Management
- Business Applications Administration, Configuration and Support
- Data Modelling, Reporting and Information Management
- Strong analytical and problem-solving skills, with the ability to translate business requirements into practical solutions
- Strong stakeholder engagement, communication and vendor management skills

Leadership Skills

- Proven ability to lead and develop a team.
- Strong project and workstream management skills
- Excellent communication, negotiation, and presentation skills.
- Working understanding of Te Tiriti, kaupapa Māori and Whānau Ora would be an advantage
- Strong verbal, written and interpersonal communication skills

Attributes

- Commitment to whānau, hapū and Iwi
- A friendly “Can Do” attitude
- Continuous improvement mentality
- Ability to build effective working relationships within Te Taituarā and across Te Oranganui
- Portrays drive and initiative
- Ability and willingness to work positively as a member of a team

Other Requirements of this Position

- Non-smoker/non-vaper – or a full commitment to remain smoke/vape-free during the hours of work
- Current clean, full NZ driver license
- Must be able to pass Te Oranganui’s background, vetting and worker safety checks
- New Zealand citizenship, permanent resident status, or a NZ work permit
- Zero tolerance towards family violence