

## Position Description

**Position Title**

Business Process Coordinator

**Group**

Integrated Delivery Division, Group Services

**Location**

Wellington

**Reports to**

Business Process Manager

**Last Review Date**

June 2017

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**About the Ministry**

The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

*Leadership*

- amplifies New Zealand's influence and standing in the world;

*Prosperity*

- delivers improved prosperity for New Zealand and our region;

*Kaitiakitanga*

- delivers solutions to global challenges, for the benefit of present and future generations;

*Stability*

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

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**About the Services Group**

The Services Group is responsible for providing a range of functions and services to enable business groups to achieve their outcomes. These functions include Finance, Property, Procurement and Information Management. Each of these divisions provides a client focused, coordinated service to Wellington and off shore posts.

The Integrated Delivery Division within the Services Group manages a portfolio of programmes and projects ensuring successful management, delivery, and benefit realisation of the investment made. IDD manages, supports and advises on all aspects of best practice portfolio, programme and project management, building effective working relationships enabling successful delivery.

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**About the Position**

The purpose of this position is to maintain the organisational business process portal, its architecture and assets including the frameworks, model, maps and documentation. The role will champion the business process portal in the organisation.

In addition the role provides support, advice and quality assurance on the business process standards to increase capability.

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### **Key Accountabilities**

This position has the following key accountabilities:-

#### **Business Process Portal**

- Provide technical administrative support to the Business Process Portal system.
- Support and coordinate the maintenance of the business process architecture and assets including the frameworks, model, maps and documentation
- Publish content to a number of networks ensuring content is within the defined standards
- Accurately transfer of information between networks
- Support and advise the business on the use of the portal and standards to increase understanding and adherence
- Establish the mechanism for ensuring processes are reviewed by business owners in a timely manner and processes updated accordingly
- Undertake basic quality assurance providing support and advice to ensure content is within the required standards

#### **Business Process Support**

- Build effective working relationships with business process owners to support them with minor amendments and in continuously improving business processes
- Maintain and update accordingly the processes, tools, systems, documentation and technology that drive improved business process
- Coordinate and manage the business process portal feedback loop making recommendations for changes and implementing approved change
- Manage the business process catalogue of published processes and maintain the linkages between the business process model and the maps produced
- Identify and escalate conflicts or duplication of processes
- Coordinate and maintain the technical issue register, escalating and liaising with the outsourced provider and tracking the resolution details

#### **Performance Management**

- Report and analyse agreed performance measures on a standard reporting cycle to enable prioritisation, decision making and effective business process practices
- Report and analyse the benefits realised as a result of the continuous improvement of business processes
- Ad hoc reporting as requested
- Maintain and report projects with business process change to ensure adequate business process support is provided

#### **Health and Safety**

- Demonstrate a high level of awareness of health and safety
- Work in a safe way, following the Ministry's rules and using good work habits
- Take all reasonable steps to protect yourself, work colleagues, or anyone else nearby, from hazards/harm
- Report immediately any unsafe work conditions or equipment to your manager and the HR Adviser (Health and Safety)

#### **Knowledge Management**

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders, including contributing to/presenting at internal learning and development opportunities

Any other duties that are within the skills and experience expected of the position

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## **Delegations**

The position has no delegations

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## **Relationships**

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Integrated Delivery Division
- Business Process Owners
- Business Process Team
- Information Management Division
- Enterprise Architect Team
- Project Teams
- MFAT Project Management Office
- Key stakeholders
- MFAT support function staff

External (outside MFAT)

- Other government agencies
  - Central agencies
  - Suppliers of services
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## **Qualifications, Skills, Knowledge and Experience**

You must have the following qualifications, skills and experience:

- Tertiary qualification or equivalent work experience
  - Interest in systems
  - Strong attention to detail
  - Ability to gather and interpret relevant data and undertake basic analysis
  - Good oral and written communication skills
  - Good problem solving and analytical skills
  - Ability to take the initiative
  - Ability to work collaboratively and a good team player
  - Ability to develop effective working relationships
  - Ability to plan and prioritise effectively
  - Self-motivated with the ability to work autonomously
  - Good computer skills and proficient in excel, word, outlook, visio and powerpoint
  - Previous experience working with Share point would a benefit
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## **Additional Comments**

You must also:

- Hold New Zealand citizenship or residency
- Be able to obtain and maintain an appropriate New Zealand Government security clearance