



OUR VISION: To be the “must experience” museum that uses past, present, and future Kiwi technology and ingenuity to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA -

Position: Business Analyst – POS/CRM (Fixed Term)

Reports to: General Manager – Business Services

PURPOSE OF THE ROLE

Reporting to the General Manager – Business Services, the Business Analyst – POS/CRM works on a project to implement and build organisational capability in the Museum’s POS/CRM, providing and analysing business data to support decision making and assessing future needs and making recommendations. This will be achieved by understanding workflows, supporting teams in the use of both the POS and CRM systems and the associated processes, identifying problems, opportunities, and solutions across multiple business areas.

This role includes managing both internal and external stakeholders, with the internal relationships being the key focus. This role directly contributes to MOTAT’s strategic intent around providing an outstanding visitor experience.

RESPONSIBILITIES

- Perform current state analysis and define the business requirements, including data use requirements, for a project aimed at improving capability in MOTAT’s POS/CRM functions. The desired impact is both improving the quality of the visitor experience and the user experience.
- Work with the relevant MOTAT teams and technical stakeholders to translate business requirements into functional and/or technical solutions.
- Provide support and guidance to the team in the identification of change requirements.
- Ensure all statements of requirement are clearly documented.
- Identify problems, and undertake research and analysis, to ensure all solutions and potential solutions are fully understood by the team.
- Build relationships with key MOTAT stakeholders to facilitate and enable issue resolution; resolving current and potential future issues with the POS/CRM.
- Work with the MOTAT Team to understand the Museum’s current and future POS/CRM requirements.
- Act as interim subject matter expert for the POS/CRM system.
- Ensure process documentation and ‘How To’ tools are developed and effectively shared with the MOTAT Team - these documents should be accessible to the whole Museum.
- Liaise with and manage a productive relationship with MOTAT’s current POS/CRM suppliers.
- Build knowledge and subject matter expertise across MOTAT through in-house and 3rd party training.
- Champion user engagement and training for end users, as required, and ensure learning is institutionalised.

- Attend and actively participate in the Data User Group (DUG) meetings.
- Maintain a record of all work carried out, to provide a good reference for how issues were resolved.
- Produce project and other relevant reports, as requested by the Senior Management Team and other key stakeholders.
- Model behaviours consistent with the MOTAT values.
- Undertake other reasonable duties as may be required to ensure that MOTAT's business objectives are met.
- Follow all museum policies and procedures including but not limited to Health and Safety and the Museums Aotearoa's Code of Ethics.

PROJECT PRIORITIES

- Completion of the POS/CRM implementation, ensuring that it meets MOTAT's needs.
- Building organisational capability and processes in relation to the POS/CRM.
- Developing a needs assessment for current and potentially new POS/CRM systems.
- Analysing and providing business data to support decision making, including reporting on data that has been captured and providing a clear path forward.
- Assessing future needs and making recommendations to the Museum on whether the existing platforms are fit for purpose.
- If required, drafting an RFP for a new POS and/or CRM system and assisting in evaluation of proposals received for the replacement system.

KEY PERFORMANCE INDICATORS

- Demonstrated timely response to task requests and project requirements.
- Meet all project deadlines, as agreed with the General Manager – Business Services.
- Development and sharing of institutional repository of POS/CRM information.
- Development and communication of needs analysis documents.
- Recommendation as to retention or replacement of existing system/s RFP development and evaluation of vendor responses.

KEY RELATIONSHIPS / DELEGATED AUTHORITY

Responsible for:	Nil
Internal Liaison:	General Manager - Museum Experience, ICT Manager, Public Programmes Manager, Education Manager, Finance & Commercial Manager, Visitor Services Coordinator, Visitor Services, External Relations, Finance & Commercial, MOTAT Team
External Liaison:	Datacom, Green4, Other Suppliers / Potential Suppliers

BUDGETARY AUTHORITIES

Nil

SKILLS & EXPERIENCE

- At least 5 years' experience delivering Business Analyst services.
- Proven experience of working with Microsoft Dynamics CRM and POS applications.
- Experience with cross-functional consulting, business process design, and assisting in solution implementation.
- Excellent interpersonal skills with strong ability to empathise with the user's business needs.
- Ability to communicate effectively, both verbally and in writing, at all levels; both business and technical communication required.
- Demonstrated ability to understand, communicate, and interpret key business processes.
- Ability to work effectively with multiple internal and external stakeholders.
- Ability to translate stakeholder requirements and specifications into solutions.
- Understanding of the importance of providing a high-quality visitor experience.
- Experience of Microsoft Dynamics CRM post implementation support preferred.

OUR VALUES

Ō MĀTUA UARA

Innovation	We will be courageous and try new things.
Collaboration	We will work as a team that respects and supports others.
Integrity	We will act ethically and with respect and transparency.
Sustainability	We will foster knowledge and promote technology that is beneficial to our community.

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.