

Role Description

Title	Enterprise Business Process Lead
Manager Title	Practice Manager - Business Analysis and Process
Directorate and Group	Information Systems and Services, Organisation Support
Band	T5 F
Date	July 2026
Approved By	Chief Information Officer, Information Systems and Services

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role purpose

The purpose of this role is to lead enterprise-wide business process management across DOC, establishing standardised processes, governance frameworks and continuous improvement practices that support conservation outcomes and operational excellence.

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by the Code of Conduct.

Accountabilities

Accountability	Including
Process framework and governance	Developing and maintaining DOC's enterprise business process framework, standards and governance model Establishing consistent methods, tools and templates for process design, documentation and management across the organisation Partnering with Digital Products and Delivery to ensure process design aligns with and supports digital and service outcomes Setting and monitoring standards for process maturity and compliance across business units
Process improvement and capability	Leading enterprise-wide process optimisation and continuous improvement initiatives, identifying opportunities to improve efficiency and effectiveness Driving organisation-wide culture change towards process thinking, embedding a focus on efficiency, effectiveness and outcomes in everyday work Building organisational capability in process management, including coaching, training and mentoring colleagues in process methods and tools Monitoring and reporting on process performance, using data and insights to inform prioritisation of initiatives
Collaboration and relationship management	Working collaboratively with teams across DOC and contributing effectively to cross-functional teams Building and maintaining effective relationships with key individuals and groups from relevant sectors and organisations Representing DOC and coordinating cross-agency initiatives within area of responsibility
Work management and delivery	Delivering on tasks as set out in work plans, performance expectations, and task assignments Identifying critical issues and risks and ensure they are constructively raised and addressed Managing knowledge and information to ensure it is secure, current, and appropriate access protocols are applied Taking all practical steps to ensure your own safety and the safety of others

Capabilities

Capabilities required	
Specialist skills, knowledge, and qualifications	Tertiary qualification in business, process improvement, or a related field, or equivalent practical experience Demonstrated experience leading enterprise-wide business process management, including process design, mapping and optimisation Sound knowledge of process improvement methodologies and frameworks (e.g. Lean, Six Sigma, BPM, Agile) and process modelling notations (e.g. BPMN) Experience establishing governance frameworks, standards and ways of working across a large, complex organisation Experience leading organisational change and building capability in process thinking across diverse teams Strong analytical and problem-solving skills, with the ability to use data to identify improvement opportunities and measure outcomes Understanding of, or willingness to learn about, DOC's conservation, heritage and visitor management context
Collaboration, relationship building, communication and interpersonal skills	Interacts productively with a wide range of people Seeks and considers other perspectives Works effectively to solve problems, gains trust easily and supports peers Demonstrates and fosters collaboration across teams
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational and wider context of role
Delivering results	Plans and organises work to deliver on objectives High personal and professional standards and accuracy
Treaty Partnership	Understands where the Māori Crown relationship is important to DOC Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

Key working relationships

Internal	External
All of DOC including - Project Managers and Teams - Managers - Directors - Deputy Director-Generals	Support vendors & partners User groups Other Government agencies

Information System and Service Teams	
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You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).