

Role Description

Role Details	
Title	Business Engagement Advisor
Manager Title	Team Lead End User Experience
Directorate and Group	Information Systems and Services; Organisation Support
Band	E
Date	August 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) protects and sustains nature for current and future generations. Our purpose is to ensure that Papatūānuku thrives. We do this by:

- Protecting land, species, ecosystems, and cultural heritage for conservation purposes
- Managing threats and adverse impacts
- Being a voice for conservation
- Connecting people to nature

All New Zealanders have a role in keeping nature healthy. We partner with whānau, hapū and iwi and collaborate with commercial partners, NGOs, volunteers, and government agencies to improve conservation outcomes.

Role purpose

The purpose of the Business Engagement Advisor position is to facilitate a strong partnership between the ISS team and business units to understand the IT needs and business requirements and ensure they are effectively communicated to the ISS team.

Key working relationships

Internal	External
Information Systems and Services teams ISS Engagement & Service Quality team Business Units	Software Vendors Communications specialists

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 DOC's Code of Conduct.

Accountabilities

Accountability	This includes....
Business requirements and solutions	Engage with business units to understand their IT needs, challenges, and pain points. Conduct thorough assessments and analysis to identify opportunities for IT solutions that align with business objectives and improve operational efficiency. Collaborate with business stakeholders to identify IT solutions that address their specific needs and align with the overall business strategy. Evaluate existing systems and tools, propose enhancements, and recommend new technologies or processes that support business goals. Identify opportunities for process improvement and automation within the business units through the effective use of IT solutions. Collaborate with business stakeholders to streamline workflows, optimise business processes, and drive operational efficiency. Conduct business impact analysis for proposed IT solutions or changes, assessing potential risks, benefits, and return on investment. Provide recommendations and insights to business units and IT teams to guide decision-making. Maintain accurate documentation of business requirements, project progress, and user feedback. Prepare reports and presentations to communicate project updates, outcomes, and recommendations to relevant stakeholders. Stay informed about industry trends, emerging technologies, and best practices in business engagement and IT solutions. Continuously seek opportunities for professional development, enhance knowledge and skills, and contribute to the improvement of business engagement practices within the organisation.
Implementation support	Assist in coordinating IT projects, working closely with project managers, IT teams, and business stakeholders to ensure successful project delivery.

Accountability	This includes....
	Track project progress, manage timelines, and facilitate effective communication between all parties involved. Support change management efforts related to ISS projects and system implementations. Assist in communicating and managing the impact of changes on business units, addressing concerns and resistance, and promoting user adoption and engagement. Collaborate with IT Trainers and end-users to ensure that appropriate training programs are developed and delivered to support the adoption and utilisation of IT systems and tools. Provide ongoing support to business units, addressing their questions, concerns, and issues related to IT. Collaborate with business units to evaluate the effectiveness of implemented IT solutions and gather feedback on their performance. Monitor user satisfaction, identify areas for improvement, and make recommendations for enhancements or modifications as needed.
Relationship management and communications	Develop and maintain strong relationships with key stakeholders in business units, including department heads, managers, and end-users. Act as a trusted advisor and point of contact for IT-related matters, fostering open communication and collaboration Act as a bridge between the ISS team and business units, facilitating effective communication, understanding, and collaboration. Ensure business unit needs and feedback are properly communicated to the ISS team, and that IT initiatives and changes are effectively communicated to the business units. Advocate for business unit needs within the ISS team, ensuring that their requirements are understood and considered during decision-making processes. Champion the business units' perspectives, priorities, and concerns in IT-related discussions and initiatives. Contribute effectively to cross-functional teams Build and maintain effective relationships with key external individuals and groups from relevant sectors and organisations Represent DOC and coordinate cross-agency initiatives within area of responsibility
Work management and delivery	Deliver on tasks as set out in work plans, performance expectations and task assignments Identify critical issues and risks and ensure they are constructively raised and addressed Manage knowledge and information to ensure it is secure, current and appropriate access protocols are applied Take all practical steps to ensure your own safety and the safety of others in the workplace

Capabilities Required	
Specialist business analysis skills, knowledge, and qualifications	A strong understanding of the Department's business operations, industry dynamics, and strategic objectives. Ability to align IT solutions with business goals and effectively communicate the value proposition of IT initiatives to business stakeholders. Ability to analyse business needs, pain points, and opportunities for improvement. Skill in conducting thorough needs assessments, gathering requirements, and translating them into actionable IT solutions. A good understanding of IT systems, applications, and technologies commonly used in the Department. Familiar with industry trends and emerging technologies, enabling effective communication and collaboration with IT teams. Understands business process improvement methodologies and techniques. Can identify inefficiencies, streamline workflows, and recommend process improvements that leverage IT solutions to enhance operational efficiency. Understands change management principles and methodologies. Ability to support stakeholders through change, manage resistance, and promote user adoption of new IT solutions or processes. Strong analytical and problem-solving skills to analyse complex business challenges, identify root causes, and propose appropriate IT solutions. Ability to think critically, assess risks, and make informed decisions. Capability to coordinate and support IT projects, working collaboratively with project managers, IT teams, and business stakeholders. Skill in managing project timelines, resources, and stakeholders' expectations. Knowledge of training methodologies and user support principles. Collaborates with IT Trainers to develop training programs and provide ongoing support to business users, ensuring effective adoption and utilisation of IT systems and tools. Ability to assess the potential impact of IT solutions on business operations, risks, and benefits. Skill in conducting business impact analysis and making data-driven recommendations. Strong documentation skills to capture and maintain accurate records of business requirements, project progress, and user feedback. Ability to prepare clear and concise reports and presentations to communicate project updates and outcomes. Adapts readily to changing business needs, technologies, and priorities. Willing to continuously learn and stay updated with industry trends, emerging technologies, and best practices related to business engagement and IT solutions.
Collaboration, relationship building, communication and interpersonal skills	Excellent communication, interpersonal, and relationship-building skills. Ability to effectively engage with stakeholders at all levels, listen actively, and communicate complex technical concepts in a clear and concise manner.

Capabilities Required	
	Strong stakeholder engagement skills, including the ability to build trust, influence decisions, and manage expectations. Skill in navigating complex stakeholder environments and collaborating with diverse groups of stakeholders. Works effectively within a cross-functional team environment, collaborating with IT teams, business stakeholders, and other departments to achieve shared goals. Fosters a culture of collaboration, knowledge sharing, and continuous improvement. Recognises importance of seeking and considering other perspectives Works effectively with peers to solve problems and provide support.
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational or wider context of own 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 tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

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).