Strategic Systems Analyst, Mokopuna Ora
POSITION DESCRIPTION

VISION

Mokopuna thriving in safe, nurturing whaanau environments, empowered by their whakapapa.

MISSION

To establish a Waikato-led, mokopuna-focused care and protection model that is whaanau-informed, hapori supported, and grounded in mana motuhake, enabling all mokopuna to thrive.

WHO ARE WE?

Te Whakakitenga o Waikato Incorporated Society is the tribal parliament representing Waikato-Tainui statutory rights and interests. They ensure the benefit of the settlement grows for the future generations. Whakatupuranga 2050 is the long-term strategic plan of Waikato-Tainui setting the outcomes framework that Mokopuna Ora seeks to advance. Te Arataura is the executive committee of Te Whakakitenga overseeing the day-today activities of the tribe.

After signing a high-level Memorandum of Understanding in 2013, Waikato-Tainui and Oranga Tamariki (formerly CYFS) entered a strategic partnership in 2015. This collaboration was guided by the Tribe's belief that working together would achieve better results for mokopuna and whaanau, particularly in addressing the overrepresentation of iwi Maaori mokopuna in care.

Mokopuna Ora is a kaupapa Maaori strengths-based and whaanau-led model of care. We work to ensure whaanau and hapuu can be actively involved in decision-making on how their mokopuna can remain safely in their care, while reducing the number of Waikato iwi mokopuna entering and remaining in the care and protection system. In situations where mokopuna are unable to be cared for by their whaanau, hapuu, or iwi, we support their connection to their whakapapa and cultural identity.

Mokopuna Ora front line kaimahi are domiciled in Oranga Tamariki offices where there are the highest number of Waikato iwi mokopuna involved with Oranga Tamariki. Mokopuna Ora front line work extends to include any whaanau Maaori who are based in these geographical areas, triaging those most at risk.

Mokopuna Ora also has a wider strategic focus on systemic change and indigenising Aotearoa's Care and Protection system. The work of our frontline operations provides real-time experience and whaanau voice that is influential to our strategy and design.

Mokopuna Ora is at a watershed moment, Oranga Tamariki is seeking to devolve its statutory functions to the community. In response we are entering a period of discovery, feasibility and design where we will focus on developing our own indigenous care and protection model.

WHO ARE YOUR TEAM? TOU ROOPU

Role	Strategic Systems Analyst
Geographical Base	Waikato-Tainui/Mokopuna Ora offices
Reporting To	Principal Advisor – Mokopuna Ora
Direct Reports	0
Nature and Term	Permanent, 37.5 hours per week
Internal Relationships	• Mokopuna Ora Team and all kaimahi across Mokopuna Ora and Waikato-Tainui
	• Leadership Team – Waikato-Tainui
	• Whaanau groups and mokopuna
	• Waikato-Tainui marae and tribal members
	• Te Arataura representatives
	• Te Whakakitenga representatives
External relationships	• Professional advisors, specialists and contractors
	• Iwi Maaori / Maaori stakeholders
	• Maaori, Non-Governmental and Governmental social service providers and agencies
	• Key partners and stakeholders
	• Leadership Team – Oranga Tamariki
	• Central and Local Government agencies

VALUES IN ACTION – NGAA TIKANGA

Waikato-Tainui have a clear set of values which reflect and embrace tribal values. In action within a workplace setting, we expect our kaimahi to embody them as follows:

Values	Reflected in the following behaviours:
Aroha (Love/Respect)	Develops strong ties and respect across Waikato by showing high levels of integrity and upholding the mana of our history. Puts others at ease, understanding their needs and communicating ideas in an effective manner to continually 'do the right thing'
Whakaiti (Humility)	Respects the views of others, including the wider iwi through asking for, listening to and considering the views of those they interact with so that we learn from our past to better shape our future. Prioritises the kaupapa by not putting themselves or their opinions ahead of others
Kotahitanga (Unity)	Recognises and respects our diversity and the strength this creates by demonstrating awareness and sensitivities of others. Is part of the solution by creating the right environment that helps us to act in unified fashion
Whakapono (Trust/Faith)	Strong Kiingitanga affiliation demonstrated by their knowledge/ skills positively, treating colleagues, clients and the public with courtesy, sensitivity and integrity to build trust
Manaakitanga (Caring)	Supports others through constructive, positive behaviours and productive and positive two-way communications so that we help each other to succeed and as a result enhance the achievements of the tribe
Mahitahi (Collaboration)	Demonstrates a willingness to work together and empower others to collaborate while being open to new ideas and perspectives. Helps to create a change resilient, outcomes focused, culture of excellence
Rangimarie (Peace/Calm)	Comfortable with ourselves while also being open to feedback, guidance and support from others. Projects a calm, open-minded and reasoned manner when dealing with the demands put on us and the challenge this may create

PRIMARY FOCUS OF THIS ROLE – TE AROTAHI MAATUA

The Strategic Systems Analyst is a strategic system-level role responsible for shaping, analysing, and advancing the Waikato-Tainui Mokopuna Ora business strategy and outcomes framework, in alignment with Te Whakatupuranga 2050.

This role goes beyond project analysis—it leads system intelligence, strategic planning, insights generation, and improvement initiatives that influence organisational direction and sector-wide practices. The Strategic Systems Analyst provides high-level insights and advice, enables decision-making across Mokopuna Ora and the wider organisation, and strengthens Mokopuna Ora's role as a system leader within iwi, Maaori, and Crown landscapes.

The role stewards intelligence, relationships, and processes that ensure Mokopuna Ora is operating proactively, strategically, and with long-term system impact. Additionally, this role will take a mentoring approach for our Business Analyst, and in bringing the wider Mokopuna Ora team along the journey.

The Strategic Systems Analyst serves as the expert in their field and is responsible for identifying and raising any risks, issues, blockages, or concerns with the Principal Advisor. Upon surfacing these matters, the Strategic Systems Analyst and the Principal Advisor collaboratively discuss and explore possible solutions to determine the best way forward, ensuring informed decision making and effective prioritisation.

KEY ACCOUNTABILITIES – NGAA MAHI MAATUA

Leading Self – Results Orientation	**Strategic System Insight and Intelligence** • Lead the development, integration, and monitoring of system-level intelligence to guide Mokopuna Ora's strategic direction • Translate sector information into actionable insights that influence organisation, iwi and Crown decision-making • Support strategic reviews, drive foresight analysis, and future-focused planning to ensure system readiness and resilience • Provide high quality reports and discussion papers that clearly communicate complex ideas • Have a breadth of view of organisational issues, systemic issues and a broad understanding of the key imperatives of stakeholders within the Care and Protection Sector and other related agencies • Identify opportunities, risks, and system pressures and provide proactive strategic advice • Effectively plan, prioritise, and deliver work that you are accountable for **Strategy Implementation and Outcomes Leadership** • Provide intellectual leadership in the design and delivery of the Mokopuna Ora business strategy and outcomes framework

- Develop a strong professional relationship with, and work alongside Waikato-Tainui Planning Practices and Data Governance, to ensure alignment with Te Whakatupuranga 2050 priorities
- Develop or contribute to the development of business cases or other strategic documentation
- Confidently coach and mentor less experienced Business Analysts and Subject Matter Experts to grow their capability in outcomes measurement, data interpretation, and strategic planning
- Support system-wide initiatives that uplift the experience of mokopuna and whaanau

System Change, Integration and Collaboration

- Lead (in conjunction with Waikato-Tainui Planning Practices and Data Governance) the development and continuous improvement of a BA framework and toolkit that draws on BA professional practice and maatauranga Maaori
- Drive thought leadership, contribute to sector forums, and advocate for iwi-centered solutions

Business Analysis and Organisational Performance

- Conduct research to understand sector trends and examples of success within the sector
- Lead end-to-end analysis of business needs, operational processes, and system performance
- Design, test, and recommend strategic solutions that lift organisational effectiveness and efficiency
- Provide analytical support for sensitive issue related assessment activity
- Guide Mokopuna Ora kaimahi in applying best-practice business analysis methodologies and tools

Reporting, Communication and Organisational Performance

- Provide accurate, comprehensible reports and presentations for different audiences that bring together complex care and protection related concepts, models, and frameworks that align to Ngaa Mataapono o te Kiingitanga
- Work alongside the Principal Advisor and the Senior Policy Analyst to facilitate strategic partnerships across iwi, Crown agencies, and sector providers to advance collective system impact
- Build beneficial and productive relationships with stakeholders to support the delivery of the Waikato-Tainui Mokopuna Ora business strategy and outcomes framework

Issue Management, Integrity & Professional Standards

- Manage issues effectively, escalating only when needed and ensuring transparent communication
- Ensure personal information is kept confidential and confidence is maintained to protect Waikato-Tainui, in accordance with the Principles of the Privacy Act 2020

Other Responsibilities

	• Any other duties required by the manager
Being part of the Team	• Help build and maintain influential, trust-based relationships across iwi, whaanau, Crown, and sector partners • Act as a champion for business change • Help support the culture of an engaged team that is aligned to Mokopuna Ora values, where robust debate, diversity, cohesion, supportiveness, and working effectively together is fostered to enable each of the team to succeed • Undertake peer review of documents and material prepared by colleagues to ensure quality, validity, accuracy and consistency • Support other members of the team to complete the requirements of their jobs and goals • Remain focused on the requirements of your role, working with your manager to ensure you are meeting performance expectations while also taking an agile approach to your work by being prepared to evolve what you do to meet the changing needs of your stakeholders (whether internal or external) • Encourage and provide safe spaces for ideas, robust debate and feedback to be shared and heard to enable diversity and appreciation of different perspectives in the pursuit of better outcomes for mokopuna and whaanau • Appropriately communicate with other members of the team, whether in meetings, one-on-one meetings, emails, and regular interpersonal communication • Demonstrate recognition of the efforts of your team members and/ or concern for them where necessary
Health & Safety	• Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager and/or workplace Health and Safety representative/coordinator within 24 hours of identification • Accurately report incidents and accidents to manager and/or workplace Health and Safety representative/coordinator as soon as possible • Ensure a sound understanding of, demonstrate commitment to, and comply with all Waikato-Tainui policies relevant to your role

EXPERIENCE & CAPABILITIES – NGAA WHEAKO ME NGAA PUUKENGA

Required:

- At least 8–10 years' experience in business analysis, and experience in one or more of the following areas: strategic planning, systems thinking, or change leadership
- Experience in complex, multi-stakeholder environments
- Advanced analytical, conceptual, and critical thinking skills
- Ability to think strategically and align work with overarching business goals
- Ability to translate operational challenges into practical, implementable solutions
- Experience collaborating across diverse teams and departments to achieve common objectives
- Experience supporting large-scale transformation or service redesign projects
- Comfortable working with ambiguity and phased discovery
- Experience across the entirety of the project management lifecycle
- Experience in risk management, organisational development, and strategic reporting
- Experience in communication, facilitation, and relationship management

Desired:

- Proficiency or developing proficiency in te reo Maaori
- Sound knowledge of Waikato-Iwi history and Te Whakakitenga o Waikato governance structures or willingness to grow this knowledge
- An understanding of public sector policy, child protection systems, and Kaupapa Maaori frameworks
- Knowledge of change management principles and methodologies e.g. Prosci ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement)
- Sound knowledge of process improvement methodologies e.g. Lean, Business Process Modelling

QUALIFICATIONS – NGAA TOHU MAATAURANGA

Required:

- A Business degree or equivalent
- A full (unrestricted) and valid NZ drivers' licence
- Maintain a clear Ministry of Justice record

Desirable:

- Prince2 Foundation Certification or equivalent e.g. PMBOK
- Business Analysis Certification e.g. International Institute of Business Analysis (IIBA) or BABOK
- Postgraduate qualification in research
- Change management certification e.g. Prosci

Disclaimer
I have read and understood the above position description and accept all the above responsibilities incorporated herein.

General Manager - Oranga	Strategic Systems Analyst, Mokopuna Ora	Date

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the Mokopuna Ora Team. It is acknowledged that in order to remain current, regular amendments will be required. This is to be co-ordinated in association with the relevant Managers.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Manager to provide clear goals and objectives, against which individual performance will be managed.