



NEW ZEALAND
RED CROSS
RIPEKA WHEREO AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

***To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.***

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: Solution Delivery Specialist
Group: Organisational Services.
Location: Wellington
Reports to: Digital Transformation Programme Manager
Position status: Full-time Fixed Term
Version date: July 2025

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

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POSITION SUMMARY

The IT team are embarking on the implementation of the IT Multi-Year Plan (MYP) at New Zealand Red Cross (NZRC). This role will be a key part of ensuring we deliver the IT services that align with NZRC's strategy and mission.

The Solution Lead is a senior technical contributor responsible for designing, coordinating, and delivering practical, scalable technology solutions that support the successful execution of the MYP. This role is ideal for someone who has undisputed technical skill whilst thriving in the space between architecture, delivery, and analysis — someone who can readily understand business needs and transform them into technical outcomes, work across disciplines, and keep things moving.

You'll be able to balance current and future environments, requirements, and constraints - delivering solutions that meet present business needs within existing systems while ensuring flexibility and reusability to avoid rework in the future as we progress through the MYP.

You'll bring strong experience in solution design and systems integration, with a working knowledge of project and business analysis practices. You'll be comfortable rolling up your sleeves to solve problems, support delivery teams, and contribute to data and testing activities where needed.

You will become a key player in our award-winning IT Team, sharing your knowledge and expertise, and helping develop our delivery capability. This includes mentoring junior IT team members, developing/championing pragmatic and sustainable best practice approaches and proactively seeking to learn, share and apply new knowledge and skills to our work

KEY RESPONSIBILITIES

Solution Design & Technical Delivery

- Design and implement technology solutions that are secure, scalable, and aligned with NZRC's architecture, IT Blueprint and business goals.
- Translate business requirements into technical specifications and solution designs.
- Develop robust and reusable integrations across systems and platforms, ensuring data and process continuity now and for the future.
- Evaluate and recommend tools, platforms, and patterns to support delivery.
- Work with external suppliers, providing clear briefings and timely and informed evaluation of proposed solutions.

Project & Delivery Support

- Collaborate with project managers and analysts to scope and plan technical work.
- Contribute to delivery planning, estimation, and risk identification.
- Support technical implementation activities, including configuration, scripting, and troubleshooting.

- Step into delivery coordination roles when needed to maintain momentum.

Business Analysis & Collaboration

- Work with business analysts and stakeholders to understand needs and shape solution direction, including reviewing and providing feedback on business requirements and helping define non-functional requirements.
- Provide input into requirements gathering, process mapping, and solution validation.
- Help ensure that solutions meet both business and technical expectations.

Data & Testing

- Able to support or supervise data migration, transformation, and integration activities.
- Contribute to test planning, execution, and automation.
- Help ensure solutions are testable, measurable, and aligned with data governance standards.

Team Collaboration

- Work closely with developers, analysts, testers, and vendors to deliver cohesive solutions.
- Share knowledge and support capability building across the team.
- Contribute to continuous improvement of delivery practices and tools.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

New Zealand Red Cross employees
New Zealand Red Cross Project Sponsors

External

Contractors/Vendors
External Service Suppliers

EMPLOYEES REPORTING TO THE ROLE

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge & Experience

- 5+ years in solution design, systems integration, or technical delivery roles.
- Strong understanding of enterprise platforms (e.g., Microsoft Power Platform, Dynamics 365, Azure).
- Experience working across the full delivery lifecycle — from discovery to deployment.

- Familiarity with Agile, Waterfall, and hybrid delivery models.
- Exposure to business analysis, project coordination, and change delivery.
- Experience with data architecture, migration, and testing is a strong advantage.

Skills & Attributes

- Practical problem-solver with strong technical and analytical skills.
- Clear communicator, able to work across technical and non-technical teams.
- Comfortable navigating ambiguity and shifting priorities.
- Collaborative and delivery-focused, with a hands-on approach.
- Empathy with humanitarian values and a commitment to the mission of New Zealand Red Cross.

Qualifications (or Equivalent Experience)

- Tertiary qualification in Information Systems, Computer Science, or a related field.
- Relevant certifications (e.g., Microsoft, Agile, CBAP, PMP) are desirable.

TRAVEL

Occasional domestic travel may be required.

DRIVER LICENCE

A current car driver licence is preferred but not essential.

DELEGATIONS

Financial: Nil

Employment: Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.