

# Functional Consultant

## WHO WE ARE - KO WAI MĀTOU

We are Farmlands - Te Whenua Tāroa, a Co-operative owned by New Zealand Farmers and Growers, we have been around for 60+ years, supporting our rural communities, looking after our land and our people - we're Out Here Too. We're always backing Kiwis - rain or shine, year in, year out. We work as one – we help each other, we win together.

## PURPOSE AND VISION – TE KAUPAPA ME TE MATAKITE

At Farmlands, our purpose is “To enable improved profitability and productivity for NZ farmers and growers”, and our Vision is “To be the go-to for everyone connected to our land”. Everything we do, every decision we make is with this in the forefront of our minds.

## OUR VALUES – NGĀ UARATANGA

Our values of Be You, Minds Open, and See It Through help us to work as one - helping each other and winning together. We're rural people supporting our rural communities looking after our land and our people.

### Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

### Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

### See it through - whakamaua kia tina

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

## POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere: D365 Functional Consultant Manager  
Your Team – To tīma: Innovation & Digital  
Direct reports - Kaimahi: No

The purpose of the Functional Consultant is as a D365 platform expert, often in a specialist field e.g., Finance, Supply chain, Retail, Customer Engagement, who understands the product on a functional level, knowing limitations, and how to take advantage of “out of the box” functionality.

The role is responsible for maintaining and managing the Dynamics 365 platform (Finance and Supply Chain, Commerce or Customer Engagement) and is accountable to deliver D365-related solutions. Solutions can include could be an enhancement, configuration or suggestions of any developments which can deliver business improvement. A functional consultant is also up to date with new features, functionalities, and innovation across D365 platform and help drive delivery and adoption across the organisation.

The role will work with the wider Technology team to facilitate the organisational benefit to be derived from technology and change management resources within the defined scope. The role will assess the impact of the change, and through capturing and documenting change requirements and solution design, facilitate the delivery of each defined requirement through projects. The

need to support the business through change whilst implementing processes and systems is fundamental to the role. The individual in the role is required to have a broad understanding of Dynamics 365 functionality with a strong focus on configuration rather than customisation.

To meet the operational and process requirements of Farmlands in general and Technology project initiatives, approximately 60% of the role responsibility will be allocated to business and system analysis functions, while the other 40% will be devoted to system configurations, functional testing, and associated tasks. The allocations may vary depending on project requirements and work assignments.

## KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

### Safety and wellbeing - Haumarutanga

Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

### General – Whānuitanga

- Lead workshops, business blueprinting and use other information gathering activities to derive and define the high-level and detailed functional requirements for projects undertaken within the allocated scope.

### Analysis and Design

- Completion of current state (as-is) and future state (to-be) solution mapping, ensuring that all data and input is recorded and reflected accurately, using to-be process maps as input for business and Technology projects, deriving and documenting therefrom procedures, models, and operating processes.
- Completion of system-related collateral as appropriate and when required, which include (but is not limited to) Functional Design Documents, Change Requests, Solution Design and user guide including training manual.
- Evaluating processes and methods used in existing ICT systems.
- Proposing modifications, additional system components or new systems to meet user needs as expressed in specifications and other documentation

### Functional Information Gathering, Analysis, Requirements Elicitation and Definition

- Ability to clearly define, write and communicate functional requirements, identify issues and concerns and any other information as needed for business analysis tasks and activities.
- Actively working with the Project Manager for projects allocated to define and determine system analysis functions to be performed as part of a project, as well as to provide accurate estimations of time requirements for the completion of identified tasks.
- Planning, management and conducting stakeholder forums, workshops, and other face-to-face and remote engagements to facilitate the elicitation and definition of requirements and the collection of information to support the development of functional requirements artefacts.

### Solution and System Risk Analysis

- In addition to workshops and stakeholder engagement, the use of document analysis, surveys, site visits, use cases, scenarios, task and workflow analysis and

any other analysis techniques as appropriate to support the definition and development of requirements.

- Proactively communicating and collaborating with internal customers to analyse information needs and functional requirements.
- Critical evaluation of information gathered, reconciliation of conflicts, decomposition of high-level information into details, driving and challenging business units on assumptions and distinguishing user requests from underlying, true needs.
- Writing and delivery of artefacts in accordance with the established Farmlands methodology, templates, and standards. (Artefacts include functional and non-functional requirements, use cases, data models, gap analyses, and requirements traceability matrices, amongst others.)
- Provision of input into the development of test plans and test scripts to support the testing of new solutions and changes to existing systems.
- Examination of processes to identify areas that expose Farmlands and its operations to potential risk, including the prioritising, cataloguing, and logging of risks.

### **Stakeholder Engagement for System Analysis Activities and Change Management**

- Analysis, identification, and articulation of issues relating to function and the translation thereof into business requirements.
- Serving as the conduit between the Project Sponsor, Business Relationship Manager, business unit(s) identified within a project scope, identified subject matter expert(s) for the affected system
- (or business unit), and the solutions development team to understand and communicate requirements.
- Collaboration with the wider Technology team and subject matter experts to establish the technical vision for a solution and to analyse trade-offs between stated requirements, technology limitations, usability, and performance needs.

### **Innovation and adoption of new functionalities**

- Attendance at assigned project meetings to ensure the appropriate communication of progress, as well as the participation on peer review sessions.
- To facilitate the implementation of new processes and changes to existing processes through effective communication with all stakeholder levels. In addition, the definition, development, and delivery of training to support process uptake, as well as liaison with the designated subject matter expert(s) for the area / system to define the communication and training requirements for new processes or process changes around system migration and implementation of Dynamics 365.
- Keep up to date with new features, functionalities, and modules in D365 platform.
- Engage with Microsoft and other partners to get the best outcome for the organisation.
- Lead and drive adoption of new features.
- Drive innovation across organisation by implementing new functionality.
- Research and propose new solutions/ideas to the Technology and business team.
- In the forward-thinking world of configuration over customisation, responsible to build sustainable and future-proof solutions.

**Professional**

Continue to develop personally and professionally by:

**Development -****Whakawhanaket****anga**

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

**These may change from time to time to meet operational or other requirements.**

## **WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA**

**Experience - Āu****tautōhitotanga**

- Extensive experience as a senior systems analyst or senior systems consultant in software development or a related area.

**Knowledge –****Āu mōhiotanga**

- Bachelor's degree or higher – Master's preferred.
- 5+ years of business/technology consulting or analysis.
- Extensive experience (5 years) in either Dynamics 365 Finance and Supply Chain (ERP), Dynamics 365 Commerce or Dynamics 365 Customer Engagement (CRM).
- Relevant Microsoft Certified Specialist Exams are desirable.

**Skills –****Āu pūkenga**

- Intermediate experience in multiple modules of D365 or D365 CE apps is desirable.
- Knowledge of SDLC is a must.
- 1 end-to-end D365 solution implementation is desirable.
- Competency in the use of Microsoft productivity applications.
- Good working knowledge of the Application Lifecycle Management (ALM), SDLC and DevOps.
- Exposure to Project Management and related methodologies
- Experience in presenting concepts to varied audiences
- Use of modelling tools

## **Personal Attributes –**

### **Ōu āhuatanga**

- Demonstrates openness, enthusiasm and engagement
- Commitment to high standards of excellence and high personal integrity
- High level of independence and initiative while working effectively as part of a team
- Ability to influence others and move toward a common vision or goal.
- Flexible and adaptable; able to work in ambiguous situations.
- Creativity, innovation and the ability to think ‘out-of-the-box’ in problem solving
- Integrity, discretion and resilience
- Commitment to business goals and culture
- Ability to translate highly technical information into practical, everyday terminology
- Analytical and creative-capable of flexing solutions to changing demands: anticipating the regional, divisional impact

# Farmlands Leadership Behaviours

| CREATE   | CONNECT  | DELIVER   | GROW   |
|--|--|---|--|
| <b>CREATE CLARITY</b>  | <b>BUILD CONNECTIONS</b>   | <b>DELIVER RESULTS</b>  | <b>GROW SELF, GROW OTHERS</b>  |
| <p><b>Understand the bigger picture</b> – you understand our vision, strategy and plans and what’s expected on how to deliver this.</p>  | <p><b>Forge connections</b> – you have strong relationships with the people around you, your customers and communities. You create connections outside of your immediate team with those who have an influence or impact on your work. You seek broader perspectives to generate insights and opportunities.</p>   | <p><b>Take people with you</b> – you inspire people through your commitment and enthusiasm to the future of our business. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</p> | <p><b>Have a growth mindset</b> – your resilience helps you to be agile, persist through challenges and learn from feedback. You are curious and have flexibility of thought and perspective. You know your strengths and opportunities, actively engage in self-development and take time to reflect and apply learnings.</p> |
| <p><b>Have a plan</b> – you establish a vision and course of action that’s aligned to our strategy. You help others connect the dots between our vision and strategy and where they fit in achieving this. You can describe what success looks like and provide a sense of direction for others, even during times of ambiguity.</p> | <p><b>Create purpose and belonging</b> – you create meaning for your team by uniting them around a common goal. You’re authentic and prepared to be vulnerable. You promote diversity and allow others to express themselves and for all voices to be heard equally.</p>   | <p><b>Think and act like an owner</b> – you take responsibility for your performance and delivering to a high standard. You tenaciously pursue the right outcomes and don’t confuse activity with results. If you lead people, you set clear expectations for every team member.</p>  | <p><b>Develop capability</b> – you coach others to build capability and achieve their potential. You know your team, their aspirations and support them to learn, grow and take ownership of their development.</p>  |
| <p><b>Clarify the ‘why’</b> – you make clear how activities and decisions benefit the customer and the co-operative. You provide further context where further buy-in or prioritisation is needed to help overcome resistance.</p>   | <p><b>Take people with you</b> – you inspire people through your energy, commitment to our business and enthusiasm for the future. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</p> | <p><b>Insights driven</b> – you understand the commercial aspects of your role and make decisions based on data and insights. You draw from new sources of information to generate ideas, seeking to innovate, disrupt and grow/adapt. You are focused on building a stronger organisation tomorrow than today.</p>                                   | <p><b>Get out of the way</b> – you empower others by delegating and creating space for them to do their best work, trusting them to deliver and providing support where required. You make it safe for others to try new things and learn from mistakes.</p>   |

## HOW THIS SHOWS UP IN EVERYDAY BEHAVIOUR:

### LEADS SELF

|  |  |   |  |
|--|--|---|--|
| <p><b>Create Clarity:</b><br/><i>By understanding your role and how it contributes to the bigger picture you will make the right decisions</i></p>   | <p><b>Build Connections:</b><br/><i>You have strong relationships with your team and the people you work alongside to achieve success as a</i></p>   | <p><b>Deliver results:</b><br/><i>You deliver to the expectations of your role.</i></p>   | <p><b>Adapt and grow:</b><br/><i>. being agile and resilient, listening and responding to feedback, and putting in the effort</i></p>  |
| <p><b>Align with the bigger picture –</b></p> <ul style="list-style-type: none"> <li>work is directly aligned with our vision, strategy and plans.</li> <li>know what's expected and how to deliver.</li> </ul> <p><b>Have a plan –</b></p> <ul style="list-style-type: none"> <li>have a vision and course of action that's aligned to our strategy.</li> <li>help others understand how they fit in.</li> </ul> <p><b>Clarify the 'why' –</b></p> <ul style="list-style-type: none"> <li>understand and make it clear how activities and decisions benefit the customer and the co-operative.</li> </ul> | <p><b>Forge Connections –</b></p> <ul style="list-style-type: none"> <li>create strong relationships with others.</li> </ul> <p><b>Create purpose and belonging –</b></p> <ul style="list-style-type: none"> <li>you and your team are united around a common goal.</li> <li>promote diversity and allow others to express themselves.</li> </ul> <p><b>Take people with you –</b></p> <ul style="list-style-type: none"> <li>inspire people through your energy, commitment and enthusiasm</li> <li>consider information from a range of sources in decision making.</li> </ul> | <p><b>Create structure –</b></p> <ul style="list-style-type: none"> <li>plan and create structure to get things done.</li> <li>be agile and look to work in new ways.</li> </ul> <p><b>Enable performance –</b></p> <ul style="list-style-type: none"> <li>take responsibility for your performance and deliver to a high standard.</li> </ul> <p><b>Think about the business –</b></p> <ul style="list-style-type: none"> <li>think and make decisions with a commercial lens</li> <li>seek new information focused on building a stronger Farmlands.</li> </ul> | <p><b>Apply a growth mindset –</b></p> <ul style="list-style-type: none"> <li>be agile, persist through challenges and learn from feedback.</li> <li>actively engage in self-development and apply learnings.</li> </ul> <p><b>Develop capability –</b></p> <ul style="list-style-type: none"> <li>coach others to build capability and achieve their potential.</li> <li>know and support others to take ownership of their development.</li> </ul> <p><b>Get out of the way –</b></p> <ul style="list-style-type: none"> <li>empower others by creating space for them to do their best work.</li> <li>make it safe for others to try new things and learn from mistakes.</li> </ul> |

### LEADS OTHERS:

|  |   |   |  |
|--|---|---|--|
| <p><b>Create Clarity:</b><br/><i>Your role is to operationalise the strategy which means you and your team need to understand it and how to achieve it</i></p>   | <p><b>Build Connections:</b><br/><i>This is about the relationships you create with your team and the teams you work closely with.</i></p>  | <p><b>Deliver Results:</b><br/><i>This is about achieving results through others.</i></p>   | <p><b>Grow yourself, grow others:</b><br/><i>Growth is how we make ourselves, our teams and our co-operative better.</i></p>   |
| <p><b>Understand the bigger picture –</b></p> <ul style="list-style-type: none"> <li>understand our vision, strategy and plans.</li> <li>know what's expected of you and how you should deliver this.</li> </ul> <p><b>Have a plan –</b></p> <ul style="list-style-type: none"> <li>establish a vision and course of action that's aligned to our strategy</li> <li>help others understand their contribution to our vision and strategy.</li> </ul> <p><b>Clarify the 'why' –</b></p> <ul style="list-style-type: none"> <li>make it clear how activities and decisions benefit the customer and the co-operative.</li> <li>provide further context where required to overcome resistance.</li> </ul> | <p><b>Forge connections –</b></p> <ul style="list-style-type: none"> <li>create strong relationships with your team and others who have an influence on your work.</li> </ul> <p><b>Create purpose and belonging –</b></p> <ul style="list-style-type: none"> <li>create meaning for your team by uniting them around a common goal.</li> <li>authentic and promote diversity.</li> </ul> <p><b>Take people with you –</b></p> <ul style="list-style-type: none"> <li>inspire others through your energy, commitment and enthusiasm.</li> <li>lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</li> </ul> | <p><b>Create structure –</b></p> <ul style="list-style-type: none"> <li>plan and create structure to get things done.</li> <li>agile and look to work and lead your team in new ways.</li> </ul> <p><b>Think and act like an owner –</b></p> <ul style="list-style-type: none"> <li>take responsibility for your performance and delivering to a high standard</li> <li>set clear expectations for every team member and hold them to account.</li> </ul> <p><b>Insights driven –</b></p> <ul style="list-style-type: none"> <li>make decisions with a commercial lens and seek new information to generate ideas.</li> <li>innovate, disrupt and challenge the norm.</li> <li>focus on building a stronger Farmlands.</li> </ul> | <p><b>Have a growth mindset –</b></p> <ul style="list-style-type: none"> <li>embrace the new and lead with agility</li> <li>actively engage in self-development and apply learnings.</li> </ul> <p><b>Develop capability –</b></p> <ul style="list-style-type: none"> <li>coach others to build capability and achieve their potential.</li> <li>know your team and support and empower them to learn, grow and develop.</li> </ul> <p><b>Get out of the way –</b></p> <ul style="list-style-type: none"> <li>empower others by delegating and creating space for them to do their best work.</li> <li>make it safe for others to try new things and learn from mistakes.</li> </ul> |