

## Senior Business Analyst - Change

Reports to      Head of Project Management Office and Change Management  
Band             Band 5, HPV Enterprise Agreement 2018

### Position summary

HealthShare Victoria is undergoing a transformation journey as it establishes its supply chain business capability. An important phase is the onboarding of health services into the supply chain businesses. The purpose of this role is to support this transformation journey by working on defining and aligning internal and existing individual in-coming health service business operations, processes, and systems.

The Senior Business Analyst will be responsible for engaging and working with project leads to facilitate both customer-facing and internal workshops and to understand and define “as-is” and “to-be” end to end operational business process flows across multiple customers. This will enable the identification of change strategies and plans to support transition of services.

### Specific Duties and Responsibilities

#### Operations

- Liaise with internal teams and external stakeholders to define and monitor service delivery objectives and deadlines consistent with service level agreements.
- Define end to end operational business processes, conduct gap analysis, identify risks and partner with stakeholders to deliver business solutions and risk analysis.
- Lead client due-diligence workshops ensuring “as-is” and “to-be” process mapping is documented, change impact assessments are undertaken and, any end-state internal sustainability issues are identified.
- Analyse and document recommendations based on business requirements for new and existing operational initiatives.
- Ensure all contemplated changes (between the “as-is” and “to-be”) are clearly understood by all stakeholders and implemented in a controlled manner (benefitting assistance from dedicated change management resources).
- Ensure solutions are in alignment with dependent processes and applications.
- Prepare for stakeholder business readiness sign off for assigned projects prior to implementation.
- Deliver business readiness governance, ensuring change is completed successfully across operations.

#### Management

- Contribute to the Transformation division and broader HSV team through participation in formal meetings and other activities as required.

- Perform senior management responsibilities as required.
- Comply with relevant financial and non-financial authorities outlined in the Delegations of Authority instrument.
- Support and develop open and transparent lines of communication with key stakeholder including participating in individual and divisional meetings, and by email and other regular interpersonal communication.
- Identify relevant opportunities and make recommendations for HSV to improve its processes, workplace health and safety, and quality and service delivery outcomes.
- Assist the Transformation division to recruit, interview, select, and hire new employees where relevant and support new employee on-boarding, induction, and development planning as required.
- Undertake other tasks or responsibilities as agreed from time to time.

## **Leadership**

- Support development of a vision for the division in line with the HSV Corporate Strategy which sets a clear strategic direction for employees, enhances their leadership capacity and capability, and enables them to deliver robust operational support and advice.
- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- Maintain strong lines of communication with key stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Corporate Strategy.

## **HSV Values and Cross Functional Collaboration**

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV values:
  - We are customer-focused; we focus on customer and patient outcomes
  - We keep it simple; we strive for efficient and effective ways to achieve our goals
  - We are collaborative; we work as a team toward common goals
  - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
  - We inspire confidence; we do the right thing. We are open, honest and trustworthy

## Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the post holder may be required to undertake other duties from time to time.

## Qualifications and Experience

### Academic

- A business analysis accredited qualification (i.e., ISEB).
- A process review/improvement accredited qualification (i.e., Six Sigma) or studying towards (desirable).
- Appreciation for project management fundamentals (i.e., PRINCE2) or studying towards (desirable).

### Experience

- Minimum 7+ years' Business Analyst experience, with material portion of this being spent at top tier consulting house.
- Experience in working in partnership with change specialists/managers in the context of ensuring the implementation of change is managed with a mindset to robust change management.
- Understanding of transport and logistics operations in a FMCG context.
- In depth experience in typical BA tools (i.e., Microsoft Office).
- In dept experience in remote facilitation tools (i.e., Mural).

### Personal

- Proven business analysis skills with detailed knowledge across operations and related systems/environments.
- Ability to identify and analyse problems and propose effective corrective solutions to meet term business, financial and/or system requirements.
- Demonstrated ability to deliver on operational and/or project objectives to tight deadlines and high expectations.
- Ability to handle multiple in-flight projects and deliver within given timeframes.
- Excellent stakeholder and client relationship management skills.
- Excellent workshop facilitation skills.
- High standard of output, aligned to a level meeting and exceeding that reflected in top tier consulting house engagements.