

Reports to	General Manager of Transformation
Direct reports	Nil
Band classification	Band 5, HealthShare Victoria Enterprise Agreement 2023
Date approved	November 2024

1. HealthShare Victoria

HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

- 2.1 As a transformation platform for the Victorian public health sector, HSV is focused on identifying and delivering value creation in its portfolio of businesses - presently logistics, procurement and surety businesses supporting Victorian public Health Services. Whether it be driving economies of scale, consolidation of like businesses, operational intervention and optimisation, or digitisation of previously manual activities, value creation is HSV's DNA.
- 2.2 This role will be positioned within the Transformation business area. The role of the Transformation is:
 - a. Identifying opportunities to improve processes and ways of working across HSV by utilising Continuous Improvement and Lean waste frameworks and principles
 - b. Managing the Project portfolio of work across HSV from idea to benefits realisation.
 - c. The home for the Project managers, Project Coordinators, Business analysts, and Change specialists assigned to different initiatives across HSV.
 - d. The assurance and reporting on the portfolio and projects within.
- 2.3 The Senior Business Analyst role will be responsible for:
 - a. Collaborate with stakeholders to understand and document processes and requirements to support the delivery of projects and support the business in executing continuous improvement and the transformation objectives of HSV.

3. Specific duties and accountabilities

3.1 Role/team description

- a. Work with the project manager, business stakeholders, technology resources, and vendor resources to develop business and technical requirements while assisting in project implementation, change management, and communication.
- b. Investigating operational needs, problems, and opportunities, contributing to the recommendation of improvements in automated and non-automated components of new or changed processes.
- c. Use continuous improvement and lean waste frameworks and principles to identify opportunities to improve processes and ways of working
- d. Assisting in analysing stakeholder objectives and the underlying issues arising from investigations into business requirements and problems, as well as identifying potential benefits and available options for consideration.
- e. Contributing to technical changes/modifications to the design and configuration of a platform(s).
- f. Providing technical oversight and triage capabilities to diagnose issues in the end-to-end processes
- g. Drive change by identifying and leading initiatives that improve business performance
- h. Work with business stakeholders to develop new or revised business policies, processes and procedures to support the implemented applications.

- i. Conducted end-to-end implementation activities such as business requirements analysis, business process analysis, solution design, test, build deploy training, and rollout.
- j. Ability to work concurrently on a few initiatives/projects/enhancements

3.2 Be Safe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.
- b. Maintain an active participation in all aspects of supply chain safety, compliance, regulation, and innovation to ensure HSV is kept informed of new and emerging risks and risk control solutions and prepared and proactive with regards to incident, injury, and hazard mitigation.
- c. Support the development of risk assessments and management of safety across HSV
- d. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- e. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- f. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- g. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- h. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- i. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.

3.3 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.4 HSV values and cross functional collaboration

- a. 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.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. 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.
- d. Develop skill levels of team members to ensure that functional requirements of Finance Systems can be met internally within the Finance Systems team and to ensure absences/employee departures can be appropriately covered.
- e. 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.
- f. Uphold HSV values:
 - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
 - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
 - iii. Accountable; We do what we say we will do
 - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
 - v. Open; We welcome new ideas and change as we continue to learn and grow.

3.5 Data security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to your manager or the IT Service Management team.

3.6 Other duties

- a. While the principal duties of this position are as above, the Senior Project Manager may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Academic

- a. Bachelor degree in Information Technology or similar
- b. Business Analysis certification (preferred)
- c. Continuous improvement or Lean waste certification (preferred)

4.2 Experience

- a. 5+ years' experience in business analysis and/or continuous improvement; Requirements, Design, Build, Test and Deploy.
- b. End to end experience of business - system implementations such as ERP and CRM.
- c. Understanding of business processes related to Sales, Purchasing, Logistics, HR, Financials and service Delivery.
- d. Demonstrated expertise in the use of formal and structured business analysis, continuous improvement and Lean methodologies
- e. Demonstrated experience in working with both Agile and Waterfall.
- f. Demonstrated experience in implementing technology solutions that match business needs and requirements.
- g. Demonstrated experience in implementing processes that improve and generate business improvement and value
- h. Demonstrated experience working with Jira/Dev Ops, Visio, XL, Power Point.
- i. Demonstrated expertise in the use and deployment of formal and structured change management methodologies (desired)

4.3 Personal

- a. Demonstrated experience in building relationships, negotiating, influencing, and managing change.
- b. Superior written and verbal communication, presentation and interpersonal skills
- c. Ability to run and manage functional and technical workshops with project stakeholders and produce quality documentation and artefacts.
- d. High clarity of thought and ability to communicate complex ideas and succinctly.
- e. Strong interpersonal, collaboration and communication skills.
- f. Ability to think strategically, laterally and work autonomously
- g. Detail oriented, data-driven and intellectually curious.
- h. Adaptability and flexibility to respond to deadlines and time critical tasks and respond effectively to variable work demands include willingness to work outside normal business hours when required.

4.4 Location(s) for Work

- a. Primary:
 - i. 50 Lonsdale Street, Melbourne Victoria
- b. Secondary:
 - i. Distribution Centre: Foxley Court Derrimut, Victoria
 - ii. Distribution Centre: Ordish Road, Dandenong South, Victoria
- c. As relevant the role may be required to “work from home” from time to time.