

Position Title	Supply Chain Business Analyst
Reports to	Head of Performance Analytics
Direct reports	-
Band classification	Band 4, HealthShare Victoria Enterprise Agreement 2024
Date approved	April 2025

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 This role is responsible for providing analytical support to the Supply Chain team, including:

- Analytics and performance insights pertaining to all Logistics and Supply Chain operational activity across HealthShare Victoria.
- Creation, review, and presentation of cost/benefit analysis regarding internal and external activities, for the purpose of operational, tactical, and strategic decision making.
- Support any other HSV projects by providing analytics, data and modelling as required to support the Supply Chain team across Logistics, Surety, and Procurement.
- Assisting with the data and analytics required to support ITS activities.
- Assisting with the creation and maintenance of tools and processes which capture and/or use data to support business planning and optimisation (e.g., labour planning tools, productivity tracking tools etc.).
- The identification and quantification of short- and long-term CI (Continuous Improvement) opportunities, providing written evidence of the relevant business case for implementation.
- Operational modelling to provide the Supply Chain team with factual scenario-based modelling for future plant, equipment, and resource planning.

3. Specific duties and accountabilities

3.2 Operations/ DC KPI reporting

- Maintain and refine DC Operational reporting to provide daily, weekly, monthly, and quarterly reporting primarily focused on safety, service, quality and cost. This includes creating and maintaining any reporting pertaining to Third Party Services engaged by HSV for the provision of storage, distribution, and transport services.
- Leverage the available BI (Business Intelligence) reporting suite relevant to DC Operations, inputting into data and reporting requirements, user testing, user education and maintenance and of the relevant reports.

3.3 Operational/cost modelling and benefits reporting

- Analyse and document recommendations based on business requirements for new and existing operational initiatives, quantifying safety, service, and cost benefits.
- Work closely with the Procurement team to ensure benefits reporting is aligned and information reported across Procurement and Supply and Logistics is accurate and validated.
- Work with internal stakeholders to provide analytics and data for the purpose of informed decision making.
- Assist with the creation and presentation of other operational and/or cost to serve reports to support the changing needs of the HSV Supply Chain team.

3.4 Leadership

- 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.

3.5 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. 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.
- e. 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.

3.6 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes in portfolio and across the business.
- b. Accountable for maintaining a safe workplace, working with HealthShare Victoria team members to drive the 'Be Safe' program and apply these principles daily.
- c. Contribute to the development of risk assessments and management of safety in portfolio.
- d. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- e. Maintain oversight of illness and injury management within portfolio and perform return to work coordination as required.
- f. 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.
- g. 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.
- h. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- i. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or licence.
- j. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.

3.7 Data security

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

3.8 Other duties

- a. While the principal duties of this position are as above, the Supply Chain Business Analyst may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Academic

- a. Relevant tertiary or post-graduate qualifications, preferably encompassing one or more of business, finance, Supply Chain, Data Science, Commercial or related field highly regarded.

4.2 Experience

- a. 3+ years' experience in an analytical role, preferably in Supply Chain.
- b. Proven ability to prepare and articulate complex findings simply and directly.

- c. Understanding of 3PL and logistics operations relevant to FMCG, Retail or Healthcare sectors
- d. Experience using SQL, Power BI and/or similar reporting tools preferred.
- e. Advanced MS Excel skills, including experience with Visual Basic preferred.
- f. Oracle reporting experience preferred, but proven ability to quickly gain proficiency in extracting relevant data from another comparable warehouse/enterprise management system for analysis and reporting highly regarded.

4.3 Personal

- a. Self-directed with strong organisation skills.
- b. Ability to manage multiple projects simultaneously to completion and meet tight deadlines.
- c. Flexibility to accommodate changing priorities and unexpected requests.
- d. Action and results oriented.
- e. Outstanding written and oral communication skills.
- f. Ability to build strong working relationships with colleagues and external stakeholders.
- g. Well-developed presentation and liaison skills.
- h. High level analytical and problem-solving skills.
- i. Willingness to challenge data.

4.4 Location(s) for Work

- a. Primary:
 - i. CBD Office, 11/50 Lonsdale Street, Melbourne VIC 3000
- b. Secondary:
 - i. Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
 - ii. Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.
- c. As relevant the role may be required to “work from home” from time to time.