

<b>Position</b>	Senior Business Process Analyst
<b>Reports to</b>	General Manager Transformation
<b>Direct reports</b>	Nil
<b>Band classification</b>	Band 5, HSV Enterprise Agreement 2024
<b>Date approved</b>	January 2026

## 1. HealthShare Victoria

HealthShare Victoria is a Victorian public sector entity established on 1 January 2021 as an independent, commercially oriented public sector provider of supply chain services (surety, procurement and logistics) to Victoria's public health sector.

Our purpose is to partner with Victoria's public health services, suppliers and government to ensure the right products and services are delivered to the right place at the right time, supporting better value for our public health services and better outcomes for their patients.

We work with Victoria's public health services to understand their requirements. We meet these needs by establishing collective agreements (purchasing contracts) for medical consumables, pharmaceuticals and medical equipment, as well as non-medical products and services they need via large-scale tenders.

We also play a critical role in ensuring Victoria's public health services have access to goods and services that may be in higher demand or difficult to access, including personal protective equipment (PPE), medical consumables, ICU equipment and pharmaceuticals.

We administer several compliance-related functions, and work with health services to assist them in meeting their legislative, compliance and probity obligations.

As well as providing an end-to-end health supply chain for Victoria's public health services, we extend access to our collective agreements to health or related services assessed as 'eligible services'.

Building on a spirit of change and transformation, our work supports our health service customers to deliver 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 priority.
- 2.2 This role will be reporting and accountable to the Transformation business area, however may be assigned to work within specific areas of business as required. The Transformation team:
  - a. Identifies opportunities to improve processes and ways of working across HSV by utilising Continuous Improvement frameworks and principles.
  - b. Manages the Project portfolio of work across HSV from idea to benefits realisation and the assurance and reporting on the portfolio.
  - c. Consists of Project Managers, Project Coordinators, Business Analysts, and Change Specialists assigned to different initiatives across HSV.
  - d. The Senior Business Process Analyst role will be responsible for:
    - i. Actively engaging with stakeholders to support HSV's continuous improvement and facilitate transformation goals by:
      - A. Identifying and documenting, in detail, current (as is) processes.
      - B. Demonstrate an advanced competency in developing and documenting future (to be) processes, in consultation with subject matter experts.
      - C. Demonstrate an advanced competency in documenting requirements for cross-functional project and transformation activities based on process maps.
    - ii. Identifies issues and analyses data and information to understand a problem and make recommendations based on evidence.
    - iii. Identifies opportunities to improve business value and efficiency outcomes.
  - e. Collaborates, influences and negotiates with stakeholders and peers to design and execute process improvements aligned with project and strategic goals while meeting delivery timelines.
  - f. Contributes to the development of process documentation standards and ensures they are adhered to.

### 3. Specific duties and accountabilities

#### Role description

- a. Analyse and document existing business processes (as-is) to identify inefficiencies and opportunities for improvement (to-be).
- b. Use continuous improvement frameworks and principles to identify opportunities to improve processes and ways of working to enhance operational efficiencies.
- c. Actively engage 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.
- d. Investigate operational needs, problems, and opportunities, contributing to the recommendation of improvements in automated and non-automated components of new or changed processes.
- e. Assist 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.
- f. Contributes to technical changes/modifications to the design and configuration of a platform(s).
- g. Provides technical oversight and triage capabilities to diagnose issues in the end-to-end processes.
- h. Engages with business stakeholders to develop new or revise existing business policies, processes and procedures to support the implemented applications.
- i. Works concurrently on multiple initiatives, projects and enhancements.

#### Health, safety and wellbeing (BeSafe)

- a. Follows safety rules and takes responsibility for safety at a personal and team level to reduce risk to others
- b. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards
- c. Shows a sense of urgency when safety issues arise
- d. Makes safety a part of the everyday by talking about ideas for improvement
- e. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV

#### HSV values

Uphold the HSV values:



#### Collaboration at HSV

- a. Builds and maintains effective collaborative and consultative working relationships
- b. Listens and works as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- c. Has challenging conversations as required within scope of role and personal accountabilities
- d. Steps in to help others where required

#### HSV strategy, policies and procedures

- a. Contribute to the delivery of HSV's strategic plan and roadmap initiatives.
- b. Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

#### Other duties

- a. While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

### 4. Qualifications and experience required

#### Academic

- a. Bachelor in Information Technology or similar (preferred)
- b. Continuous improvement and/or process improvement certification (preferred)

#### Experience

- a. 8+ years' experience in process analysis or business analysis with a focus on process improvement.
- b. Demonstrated experience in delivering analysis, optimisation, development, and improvement of one or more processes areas related to Procurement / Sourcing, Purchasing, Supply Chain (inc. Logistics), HR, Financials and CRM.
- c. End-to-end experience of business - system implementations such as ERP, OMS, EDI and CRM.
- d. Demonstrated expertise in using process modelling tools and standards (e.g. Nintex, LucidChart, Visio and BPMN2.0), working with multiple stakeholders, and cross-functional teams.
- e. Demonstrated expertise in the use of formal and structured process improvement, business analysis, continuous improvement and process improvement methodologies.
- f. Demonstrated experience in supporting the implementation of technology solutions that match business needs, processes and requirements.
- g. Demonstrated experience in implementing processes that improve and generate business improvement and value.

#### Personal

- a. Demonstrated experience in building relationships, negotiating, influencing, and managing change.
- b. Superior written and verbal communication and presentation 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 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.

### 5. HSV's Leadership Capability Framework

#### Everyday leaders

Everyday leaders are motivated and passionate about HSV's work and committed to delivering their work efficiently and to a high standard. They take responsibility for getting the job done and seek opportunities to collaborate and to share or gain knowledge. They understand how their work fits into HSV's strategy and are committed to the organisational vision.

Priority leadership capabilities for everyday leaders:

- Problem solver – Demonstrates problem solving within scope of role. Develops useful, workable and practical solutions to address issues, shows initiative, gets things done and owns the results
- Operates with integrity – Acts honestly, is professional and lives HSV values
- Works collaboratively - A team player who values all contributions and works jointly with others (internally and externally) to deliver results
- Health and safety - Sets expectations and takes responsibility for a physically and psychologically safe culture and work environment

### 6. Locations for work

Primary:

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000

Secondary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.

Some travel to HSV customer sites is a requirement of this position.

As relevant the position may be required to work from home from time to time.