Position Title: Business Analyst
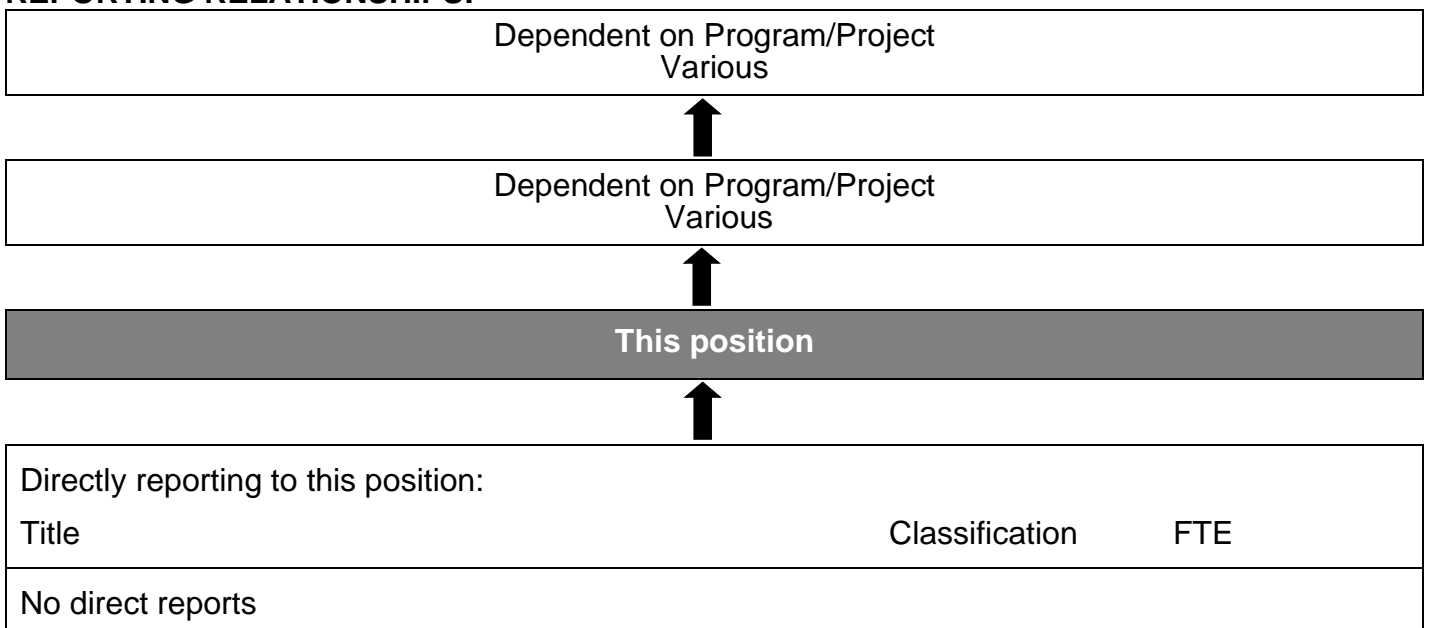
Classification	HSO Level G8
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Program Delivery
Function	Major Programs/Portfolio Delivery
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Program Delivery Business Unit, the Business Analyst is responsible for:

- Consulting with management and staff to maximise the utilisation of large and complex ICT systems.
- Analysing and re-engineering multi-faceted business requirements and efficiencies where ICT may act as an enabler.
- Contributing to the identification and evaluation of large and complex technology products for use in WA Health to assist current and future business requirements.

REPORTING RELATIONSHIPS:

Dependent on Program/Project Various

↑

Dependent on Program/Project Various

↑

This position

↑

Directly reporting to this position:

Title	Classification	FTE
No direct reports		

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 55,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment, NurseWest and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,400 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.
It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES

We put our customers at the heart of what we do

We value and care for each other

We promise, we own, we do

We will find a way

We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

The Program Delivery Business Unit is responsible for the delivery of the ICT program and project portfolio required to support the WA health system's strategic objectives and maintain the provision of critical ICT infrastructure and applications for the WA health system. This includes the delivery of clinical, integrated care, infrastructure and corporate ICT programs and projects per the defined scope, cost, and schedule, via robust and effective management.

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains a culture of putting customers at the heart of everything we do and demonstrates a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contributes to maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Undertakes complex analysis of a range of business, ICT, and operational issues to assist decision making.
- Presents information to management to assist in decision making.
- Actively seeks to apply technologies to business processes to meet project objectives.
- Monitors and evaluates the HSS ICT systems and the ICT strategy to identify and develop improvement strategies for HSS and its clients.
- Builds, creates, and maintains process and data models to enhance business capability
- Actively seeks to apply technologies to business processes to meet project objectives through understanding of technology and strong business insight and experience.
- Prepares high quality reports and briefing papers presenting options and recommendations.
- Ensures business teams are apprised of the status of project activities.
- Applies appropriate methodologies and tools to adhere to performance measures of cost, time and project delivery standards.
- Identifies process improvement strategies and initiatives to achieve project outcomes.
- Liaises with business users to define and re-design business processes and identify corresponding solution requirements.
- Identifies and manages risks and issues relating to project activities.
- Defines user requirements, create use cases and authors requirement documents by performing user interviews, workshop sessions and research.
- Develop business cases and benefits realisation
- Assist in change management activities to achieve project outcomes.
- Assists with development and implementation of training to achieve project outcomes.
- Other duties as directed.

ESSENTIAL CRITERIA:

1. Demonstrated experience business analysis, problem solving, issue analysis, formulation of options and implementation of solutions in a large government or corporate environment.
2. Demonstrated experience of project delivery in a structured environment using methodologies such as PRINCE2 and AGILE and frameworks such as SCRUM, Kanban and Lean.
3. Strong conceptual and analytical skills, with a proven ability to understand complex applications, use cases, workflows and identification of innovative solutions using structured methodologies such as RUP and frameworks such as UML.
4. Maintains an expert awareness of relevant ICT trends and emerging issues.
5. Builds alliances with a range of stakeholders in various contexts, using exceptional communication, interpersonal and negotiation skills.
6. Excellent verbal and written communication skills, with a proven ability to present complex information clearly, concisely, and effectively.

DESIRABLE CRITERIA:

1. Relevant tertiary qualification and/or eligibility for membership to a professional body in business, ICT.
2. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

Version control	Description	CRC Approval Date	Registered Date
Vs 4.0	JDF Amended	31/08/2020	20/02/2024