

## HSS REGISTERED

### Position Title: **Senior Business Analyst**

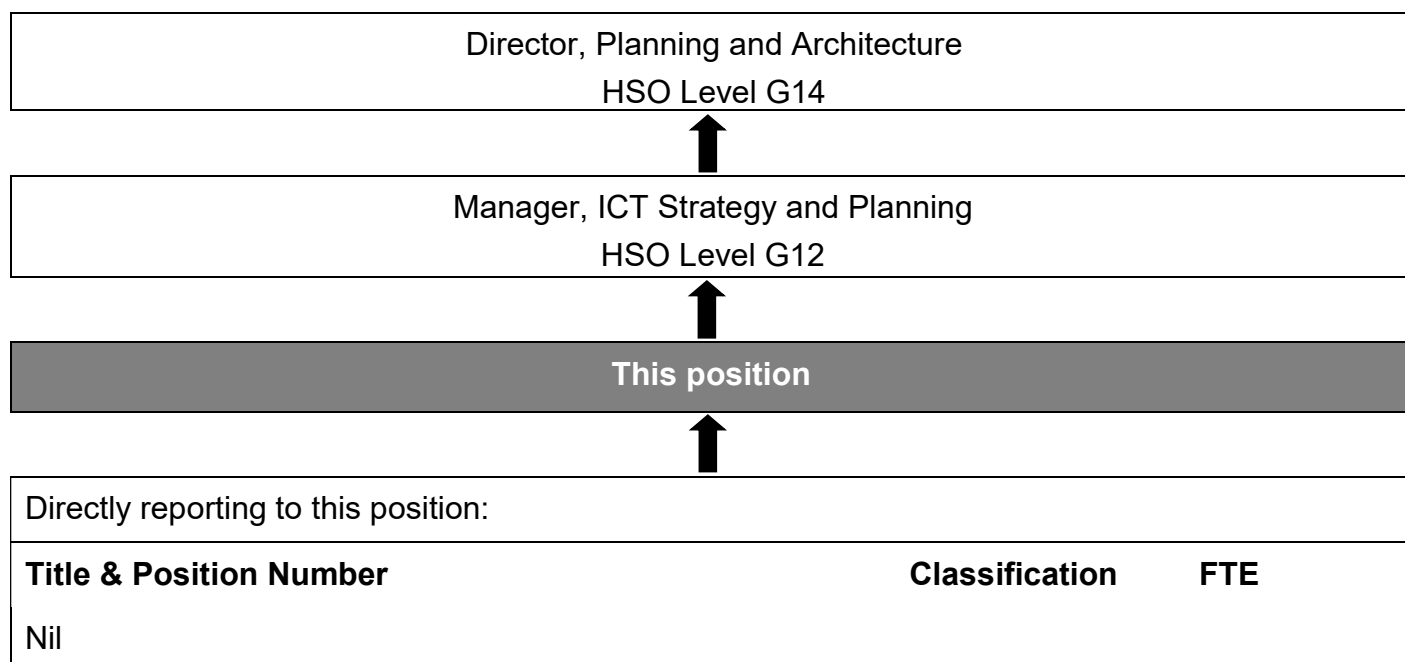
<b>Position number</b>	00014906
<b>Classification</b>	HSO Level G9
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Planning and Architecture
<b>Function</b>	ICT Strategy and Planning
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Planning in Architecture Business Unit, the Senior Business Analyst is responsible for:

- Developing and maintaining relationships with business stakeholders throughout the WA Health System.
- Providing sound financial analysis and applying modelling techniques to create and rationalise complex cost/benefit models and Business Cases that influence strategic investment choices.
- Providing a significant contribution to the methodologies and techniques used by the ICT Strategy and Planning team to effectively manage requirements, develop business cases and maintain the accuracy of the Business Enterprise Architecture body of knowledge.
- Providing high level advice in managing requirements, delivering business cases, maintaining business architectures and strategic resource investment.

### REPORTING RELATIONSHIPS:



## ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

## HSS BUSINESS PLAN FOR 2019-21

### Our Business Plan for 2019-21

#### Purpose

**We support our customers to provide excellent health care**  
Overarching KPI = Customer Satisfaction Score (CSAT)

#### Values

Think customer first

We promise, we own, we do

We will find a way

We make a difference together

#### Objectives

**SIMPLE**  
Simplifying the customer experience

**RELIABLE**  
Consistently delivering a high quality service to our customers

**RESPONSIVE**  
Responding to our customers' needs and expectations

#### KPIs

Customer Effort Score

SLA Performance  
Service Agreement Performance  
Financial Performance  
Customer Driven Program Delivery

Culture Score  
Employee Engagement Score  
Transform2021 Performance

#### Priority Themes

**Operating Model**

**Business Performance**

**Customer Experience**

**Culture and Capability**

#### Key Activities

Completing the design and implementation of the remainder of our new Operating Model (and organisation structure).

Focusing on the Transform2021 program, and consolidating all other change and improvement initiatives, to drive better performance across our core services.

Working to improve our customers' experiences, including enhanced customer service skills, systems and processes.

Ensuring our people are equipped with the right set of capabilities and behaviours to support our business objectives.

## BUSINESS UNIT ROLE:

The ICT Business Unit provides solution development, implementation, transition and operations support for the WA health system's clinical and corporate business systems. This includes the strategic planning, architecture and ongoing management of the WA health system's ICT network, applications and infrastructure, provision of ICT support to WA health system customers and the management of ICT security and risk (including security of patient data). ICT is also responsible for overseeing all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

## POSITION RESPONSIBILITIES:

### **HSS Leaders and Managers:**

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic, innovative and “Think Customer First” organisational culture.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system’s objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

### **HSS Participation (Team):**

- Maintains a client focus on service delivery including client contact and management.
- Contributes to the HSS’s strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the ICT Business Unit and the HSS.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of the HSS’s designated outcomes, and to promote the HSS’s service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the ICT Business Unit and HSS, if required, on Whole of Health and Government committees and working parties.

### **HSS Participation**

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one’s own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one’s own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

### **Role Specific Responsibilities and Key Outcomes:**

- Provides analysis and advices in all aspects of the business strategies, capabilities and objectives of the WA Health system to influence the state and changes required to maintain the accuracy of capability models, strategic business architectures and investment models that strengthen the HSS service delivery capability.
- Undertakes financial analysis and applies benefits realisation modelling techniques to develop, validate and monitor the viability and success of Business Cases in line with investment guidelines and strategies.
- Develops Business Cases, including participating in negotiating scope, format (e.g. HSS, DoH or Treasury approval), timeline and deliverables.
- Contributes to the definition, tests and rationalisation of the financial and benefits realisation modelling techniques to use for Business Cases development.
- Identifies, establishes and maintains key stakeholder relationships throughout the WA Health system and national health care service providers.
- Independently leads tactical working groups of up to 10 internal and external members during the development of complex business cases.
- Coordinates, facilitates, promotes and administers stakeholder information, workshop, and innovation sessions.
- Assists with the classification and integration of business processes into the enterprise capability models and strategic investment frameworks.
- Develops and continuously refines the methodologies and techniques used by the ICT Strategy and Planning team to effectively do Requirements Management, Business Case development and maintains the accuracy of the Business Enterprise Architecture body of knowledge.
- Provides specialist advice to influence and apply the Information Management, Data Classification, Data Handling and Information Security governance principles of the WA Health system to improve compliance and keep them aligned with contemporary, industry-leading health care and technology service provider standards.
- Follows and applies project management methodologies and information management principles in the development of sound and holistic Business Cases.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Strong financial analysis and modelling skills to create and rationalise complex cost/benefit models and Business Cases that influence strategic investment choices.
2. Well-developed analytical skills to identify, assess and classify Business Capabilities, Business Processes and Business Motivation Models and champion application during the development of Business Requirements, Benefit Realisation Models and Target State Business Architectures.
3. An expert level of interpersonal, stakeholder engagement and facilitation skills to develop effective strategic business relationships and communication models.
4. A highly advanced level of personal organisation, time management and prioritisation skills to help drive delivery commitments
5. Well-developed team, organisation and Agile project management skills to act as an autonomous, delegated team leader that can assemble and manage high-performing tactical working groups of up to 10 internal and external members.
6. Well-developed Business Analysis notation (e.g. BPML, ArchiMate), Process Classification (e.g. APQC) and Information Management skills.
7. Expert business and technical writing skills to produce unambiguous documents that meet state and national government standards for accessibility and clarity.

### DESIRABLE CRITERIA:

1. Qualification and/or training relevant to the role (e.g.: Financial or Business Management, Information Management Principles, Project Management Methodology)
2. Training in traditional and lean Business Analysis methodologies and techniques (e.g. BABOK, Story Mapping, Use Case Development, Lean Business Analysis).
3. 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.

**DIRECTOR HR & CAPABILITY**

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

**EXECUTIVE DIRECTOR**

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_