

## POSITION DESCRIPTION

<b>Position Title:</b>	Technical Business Analyst Lead
<b>Business Unit/Department:</b>	Business & Workforce Management
<b>Division:</b>	Health Support Services
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
<b>Classification:</b>	Grade 5 (HS5)
<b>Reports To:</b>	Operations Manager – Business & Workforce
<b>Direct Reports:</b>	Business Support Coordinators
<b>Date Prepared/Updated:</b>	5 March 2025

<b>Position Purpose</b>
The Technical Business Analyst Lead is the strategic influencer, leading the Technology Team to deliver analytical, solution and process development initiatives across Western Health. The Technical Business Analyst Lead is the key relationship builder that enable Western Health Divisions and businesses to develop process and business improvements that improve outcomes for internal and external HSS stakeholders.
<b>Business Unit Overview</b>
The aim of the Technology Department is to achieve a high standard in all services delivered by the Health Support Services Division in a way that supports Western Health in providing Best Care to our consumers. This will require a comprehensive rethinking of roles and processes, emphasising automation, systems, and partnerships to meet Health Support Services needs which includes the upkeep of quality data, records, models, and calculation tools.
<b>Key Responsibilities</b>
<p>The Technical Business Analyst Lead role is responsible to support all departments of Health Support Services by contributing to the following processes and outputs:</p> <ul style="list-style-type: none"> <li>• Manage the daily functions of the Technology Team by ensuring that the direct reports are delivering tasks to a high standard and meeting competing deadlines</li> <li>• Develop strategic development initiatives that utilise existing Western Health systems to enable effective performance of more complex tasks</li> <li>• Record, information and knowledge management functions</li> <li>• Deliver, understand and comply with information and communications security and acceptable use policies</li> <li>• Lead the implementation of system improvement initiatives and the introduction and roll-out of new Technology Projects</li> </ul>

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- Ensure a range of administrative and support services are delivered to meet the business needs of the division
- Respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Develop, implement and monitor systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient unit operations in line with standards, policies and procedures
- Gather and collate information for, and prepare documentation and reports on Department's performance, as well as make recommendations to improve efficiency, cost management and service delivery
- Lead the Technology Team and division through the use of data, analytics, reporting and coordinating data improvement initiatives
- Lead the Technology Team's data cleansing activities in the Asset Information Management System and relevant sub-systems
- Carry out technical research, for essential specifications, standards and legislation impacting the Division's operations
- Research, recommend, and support set up business and digital systems of work and software tools
- Relationship manager between Department leads, ensuring inter-departmental priorities are met.
- Analyse processes and workflows and recommend optimisation and improvement solutions to the Department leads
- Leading project related tasks, as requested by divisions, department leads or assigned by the Operations Manager
- Produce any required business documentation including: strategies, reports, task cards, process and instruction documents, guidelines, diagrams, charts, induction packs, checklists and dashboards, video media and SharePoint sites
- Provide summaries / documents describing steps undertaken to produce analyses, and results, when required
- Carry out problem-solving or investigation when tasked to find answers or information on a project or task basis
- Lead and contribute team meetings, workshops and training exercises
- Set up systematic methods and standards for Health Support Services and for the functions of the Technology Team and any other roles as required.
- Oversee the continual improvement and formalisation of systems and processes, such as: Purchasing, facilities management systems, asset renewal, induction and onboarding, monthly financial and quality reporting, technology upgrades etc.
- Coordinate the program of work across teams and departments, and deliver progress updates on program of work when required
- Perform any ad-hoc and support task as required by the operations manager in the day to day running of Business and Workforce department.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Divisional Director HSS
- Director of Operations HSS
- Operations Manager HSS
- Managers HSS
- Coordinators / Supervisors HSS
- OHS
- People Services
- Digital Technology Services
- Western Health Divisional Directors, Directors and Operation Managers All Areas

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<b>External:</b> <ul style="list-style-type: none"> <li>• Service Providers</li> <li>• Melbourne Health – Shared Services</li> <li>• Industry Groups</li> <li>• Department of Health</li> <li>• External Service Providers and Vendors</li> </ul>
<b>Selection Criteria</b>
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Experience in successfully designing, planning and implementing business change</li> <li>• Understanding of records management principles and experience in maintaining manual and computerised records management systems.</li> <li>• Demonstrated skill and aptitude for problem-solving in complex working environments</li> <li>• Sound understanding of systems and process design, review and change</li> <li>• Confident and clear communicator, not hesitant to ask questions and think outside the box</li> <li>• High level of proficiency in the use of information technology: MS Office Applications (office 365, Word, Excel, Power Point, Outlook, Visio) and strong enthusiasm to continue to gain skills</li> <li>• Experience with Microsoft Power BI and an understanding of data and table relationships for use in analytics</li> <li>• Advanced administrative skills</li> <li>• Ability to liaise effectively with people from a range of cultural backgrounds</li> <li>• Excellent verbal and written communication skills</li> <li>• Organised: ability to coordinate multiple tasks simultaneously and productively</li> <li>• Demonstrated numeracy skills</li> <li>• Conscientiousness: care to do the best work possible</li> <li>• Attention to detail, willingness to quality check own work and work of others</li> <li>• Ability to problem-solve and work independently</li> <li>• Ability to operate effectively in a team – by communicating, sharing work, helping others</li> <li>• Ability to contribute ideas and demonstrate initiative</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>• Existing Western Health business context will be beneficial</li> <li>• Understanding of asset information management systems</li> <li>• Familiarity with data management principles</li> <li>• An interest in complex engineering systems</li> <li>• Understanding of basic maintenance on plant, equipment and machinery</li> </ul>
<b>Additional Requirements</b>
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police/criminal history check prior to employment</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures</li> <li>• Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health</li> <li>• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health</li> <li>• Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health</li> </ul>

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- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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