

Statement of Duties

Position Title: Business Analyst-Team Leader - HRIS Project	Position Number: 525598	Effective Date: March 2021
Group: Information Management and Technology Services (IMTS)		
Section: HRIS Project	Location: South	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Fixed-Term	
	Position Type: Full Time	
Level: Band 7	Classification: General Stream	
Reports To: Deputy CIO/Director HRIS Program		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

The role is primarily managerial, leading, directing and monitoring Business Analysis (BA) services and a team of Subject Matter Experts (SME) within the Human Resources Information System (HRIS) Program. It develops and implements the BA strategy and effectively coordinates resources to deliver accurate functional and non-functional requirements that match the required business outcomes in order to implement a new department-wide HRIS. In this context the role has shared accountability for the effective delivery of the HRIS Program.

The Business Analyst-Team Leader - HRIS Project will support the HRIS Program Director in the management of requirements elicitation, recording, tracking and final implementation within the selected solution, as well as oversight and supervision of the BA and SME teams.

You will contribute to the successful delivery of the project by co-ordinating business analysis and design decision activities associated with delivering and assisting in the outcomes of the project throughout various stages.

The incumbent will be responsible for developing, maintaining, and managing a variety of key business analyst related activities with assignment to specific tasks dependant on project requirements and direction by the Program Director.

Duties:

1. Lead the delivery of high-quality BA services and a BA strategy by securing a shared team commitment to ensure agreed program delivery and/or projects plans are translated into pragmatic and feasible operational outcomes. Create the shared team vision by clearly articulating business priorities while being prepared to adapt to changing circumstances to achieve results.
2. Source, verify and provide authoritative advice and guidance to the Program Director, project managers, customers and other stakeholders on diverse and complex business matters relating to HRIS.

3. Identify and address complex or specialised team issues.
4. The role may be required to represent the program team at business forums or meetings.
5. Lead and manage specialised teams and create and foster a culture of high performance within the team by modelling and implementing exemplary people management practices that encompass the following:
 - proactive performance development and performance management for all direct reports;
 - staff engagement that builds respect, resilience and proactive conflict resolution across the team;
 - contingency planning; and
 - appropriate team member accountability.
6. Lead, co-ordinate and provide instruction to the HRIS program business analyst team.
7. Establish the processes, tools and methodologies required to elicit, record and track non-functional and functional requirements including business processes.
8. Work closely with stakeholders, reference groups and vendors in defining business requirements, the target state operating model and related products to ensure they are fit for purpose.
9. As leader of the BA/SME unit, collaborate with colleagues across the branch to ensure an integrated and unified approach to service delivery and decision making. Provide regular updates and high-level advice on complex or specialised issues to management. Advise on sensitive, potential or emerging high risk or business-critical matters that could adversely impact program/policy implementation and/or service delivery. Identify, evaluate and implement risk mitigation strategies in accordance with the dimensions of the role.
10. Develop technical and business requirements, baseline documents and work plans.
11. Develop and maintain a traceability matrix, use cases, test scenarios, system administration and user manuals.
12. Provide specialist business analysis advice and support from solution procurement through to post implementation in order to ensure that stakeholder needs and requirements are met.
13. Develop and map key activities required for complex system integration.
14. Represent the unit and project team in stakeholder forums and meetings as required.
15. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
16. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

The Business Analyst-Team Leader - HRIS Project will work under broad direction from the Deputy CIO/Director HRIS Program (Program Director) but may be required to report through and take direction from assigned Project Managers. Under the broad direction of the Program Director, the role works with considerable autonomy within the defined operational priorities of the unit, the occupant is responsible for:

- Utilising highly developed management skills, leading and motivating others to gain cooperation in the achievement of difficult and sometimes conflicting objectives that may include incompatible processes, in developing and implementing improvements to established plans, systems or processes. The role leads one or more teams accountable for the delivery of a specialised program of work, projects or seamless business continuity aligned to the business unit plan.
- Exercising considerable independence in determining priorities and approaches to managing team outcomes. The occupant determines appropriate objectives, milestones, priorities and approaches to product and/or program and/or service delivery, interpreting requirements, business plans, policies, regulations and guidelines to support decision making and achievement of business and organisational outcomes.
- The work of the team has a direct impact on the achievement of program outcomes, requiring the role to clearly address and articulate complex issues to executive, colleagues, customers and stakeholders. Competing demands are often impacted by non-negotiable deadlines, requiring the role to effectively manage stakeholder expectations and to reprioritise activities. It is an expectation that a professional, consistent and reliable approach to customer service is paramount in all stakeholder interactions.
- The role requires oversight and is responsible for all business analysis elicitation, recording, validation, tracking and testing, and includes coordinating SME's to validate functional and non-functional requirements, as well as ensure data extraction and conversion processes are fit for purpose.
- Complying at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Previous experiencing in Human Resource Information System implementations.
- Satisfactory completion of an appropriate course of study from a recognised tertiary institution.
- Current Driver's Licence.

Selection Criteria:

1. Demonstrated capacity to lead a team, with exemplary people management skills demonstrated through a successful track record in creating and sustaining positive workplace culture, motivating teams and effectively leading a team of dedicated business analysts and subject matter experts and others through change and to achieve results.
2. Demonstrated capability and experience in the processes, tools and methodologies for planning, organising and undertaking business analysis services.
3. Proven self management skills, including a demonstrated capacity to work to strict deadlines, flexibility, problem solving and excellent organisation skills.
4. High level interpersonal, negotiation and communication skills, particularly in dealing with stakeholders, reference groups and vendors.
5. Proven track record in recording business analysis documentation that is both accurate and timely to support system design decision making and to progress complex technology related implementations, policies and change management activities.
6. Demonstrated knowledge of project management in the context of enterprise information systems implementations, and the ability to undertake or assist at a high level in projects of high complexity and priority.
7. Knowledge or experience in interpreting legislative and statutory requirements and creating business processes to ensure compliance with those requirements, or the ability to acquire this in a short timeframe.

Working Environment:

From time to time, the role may require:

- some duties to be undertaken outside of normal working hours
- travel between sites to be undertaken; and
- potential intrastate or interstate travel.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.