

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Business Advisor
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 5
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Health ICT
<b>Position Type:</b>	Permanent/Fixed-Term, Full Time/Part Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Relevant Manager
<b>Effective Date:</b>	April 2019
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Appropriate tertiary qualifications in business management, ICT, information management or related discipline.  Current Driver's Licence.
<b>Position Features:</b>	Some duties to be undertaken outside of normal working hours.  Travel between sites to be undertaken.  Potential intrastate travel.

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

## Primary Purpose:

The role delivers business and/or project support services and solutions through the application of specialised advice and/or standardised project management methodology and engages in activities that enhance service delivery and supports the achievement of results.

Within this context the role provides well-reasoned and accurate guidance and customer support in one or more of the following areas: business process improvement; business administration; project management; information management; end-to-end service delivery; change processes. As appropriate the role conducts in-depth research and data analysis and reporting.

While the scope of work is defined by the operational priorities of the assigned business unit, the role works collaboratively within, and across teams, and with stakeholders to meet agreed briefs and branch service standards.

## Duties:

1. Provide advice, services and support to address complex operational challenges, meet customer requirements and improve the customer experience. Activities could include: information management tasks; service management tasks; coordinating change processes; tracking and managing end-to-end task completion to ensure actions are followed up, completed and evaluated; logging and actioning issues; facilitating user groups; development of test schedules; reporting; configuration and version upgrades; developing and delivering training events; administering information systems; account management support; performing finance, procurement and human resources activities and/or business as usual (BAU).
2. Identify, develop and implement operational services, process improvements and business solutions including the preparation and maintenance of supporting documentation. Ensure customers understand relevant systems, tools and processes and how to use them effectively. Deliver support and services in accordance with service level agreements, standards, or business requirements.
3. Support the delivery of business and/or project services, solutions and outcomes and liaise with vendors as required. Deliver small projects, project components or work with one or more project teams to support a range of activities, tasks and change initiatives and ensure that agreed milestones and standards are achieved. Contribute to development of documentation, including the preparation of plans, procurement documents, business activity reports and updates.
4. Source, verify and provide clear advice and guidance to customers, other stakeholders and line management. Provide advice and guidance on the use of relevant tools, technologies, methodologies and the application of branch policy to business processes. The role may be required to represent the branch at meetings or workshops.
5. Be proactive in supporting and contributing to a culture of high performance and teamwork within the business unit and wider branch by adopting a collaborative, consultative and cooperative approach. Fostering productive partnerships with colleagues, customers, vendors and other stakeholders supports the achievement of positive results.
6. Support the Department's values by exhibiting and encouraging positive and respectful workplace behaviours, embracing diversity, integrity, and accountability for actions taken within the team, and by supporting others during times of change.
7. Demonstrate a commitment to a continuous-learning and improvement culture where team input, innovation and professional learning opportunities are valued and invested in. Proactively identify learning opportunities to extend skills and experience and provide input to team initiatives involving customer education. Provide alternative viewpoints and share information and learnings with others to jointly resolve issues. Regularly updating the knowledge base, or other relevant repository, supports these activities.

8. Each year in consultation with the supervisor, develop an individual work plan that clarifies, articulates and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success for the following 12 months. The development of annual work plans aligns to the requirements of the Department's performance management framework and is the basis for ongoing performance and development discussions.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
10. 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.

## Key Accountabilities and Responsibilities:

The role:

- Coordinates and integrates varied operational systems, services and processes to support operational delivery. It has considerable independence in interpreting and evaluating the requirements and effectiveness of the operational program and service delivery according to the decision-making framework and in providing solutions to meet service delivery requirements.
- Requires proficiency in a designated field of activity to provide effective practical solutions in a complex operational environment. Expertise is effectively applied to provide program and service delivery outcomes consistent with the operational framework.
- Provides clear and specialised advice and recommendations for complex activities to resolve program or service delivery challenges. It is required to inform and guide diverse stakeholders to gain acceptance on maintenance and modification of diverse systems and processes to achieve effective service and program delivery outcomes.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

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:

- I. 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.

## Selection Criteria:

1. Proven track record in delivering targeted business services, solutions and results within a complex work environment.
2. Demonstrated capacity to work collaboratively within a team to achieve outcomes and build understanding and cooperation that contributes to a positive workplace culture.
3. Well-developed research, analytical and problem-solving capability demonstrated by a successful record of achievement in a business environment subject to change.
4. Well-developed verbal and written communication skills including the ability to develop and deliver accurate advice and succinct, timely and meaningful documentation such as reports, operating procedures or project documents.
5. Keen self-awareness with a proven capacity to effectively model agile, flexible, and innovative work practices to achieve results.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).