

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Business Analyst - ICTS Rotating Project Group
Position Number:	Generic
Classification:	General Stream Band 6
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Health ICT – Program Management Office
Position Type:	Permanent/Fixed-Term, Full Time
Location:	South, North, North West
Reports to:	Relevant Director and/or Manager
Effective Date:	October 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Formal qualifications in business analysis, change management and/or business process redesign

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:

Deliver business analysis, including systems analysis, change management and business process redesign, by collaboratively planning, delivering and implementing project and activity outputs in line with the Department of Health Strategic Plan and relevant project plans.

Understand front-line business issues and challenges; identify and specify effective solutions (people, process and technology) underpinned by technology that will deliver measurable benefits; and contribute to the effective transition and management of initiatives, changes and/or solutions into 'live' operations.

Responsible for providing high level advice and expertise in relation to business analysis and business process reengineering working through vendors, the impacted departments, Information Communication Technology Services (ICTS) and other potential service providers.

Duties:

1. Analyse the business objectives of the stakeholder and develop solutions to their business issues.
2. Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
3. Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
4. Analyse existing processes and systems for issues and opportunities for improvements and design and document the current and improved future state (for example, modelling new processes or specifying new functions), in accordance with business strategy, risk and compliance requirements. Conduct process mapping to determine a clear understanding of current versus future state.
5. Provide specialist advice regarding business process improvement issues to stakeholders within the Agency.
6. Initiate and undertake complex analysis and research activities and formally develop, document and present recommendations to improve efficiency.
7. Prepare high level documentation, including business requirements, functional specifications, test scripts, flow charts, business cases and protocols for a diverse audience including clinicians and senior management.
8. Undertake and manage projects in relation to business process re-engineering, systems enhancement and change management.
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, safeguarding practices for vulnerable people, 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 Business Analyst - ICTS Rotating Project Group will:

- Perform with a significant degree of independence and autonomy in determining priorities, procedures and approach that have a direct and significant effect on eHealth systems for the Agency.
- Manage and undertake projects and business analysis activities which include providing authoritative, consultative program advice.
- Apply significant expertise and initiative in leading activities, including analyses, risk identification and management, preparing options and recommendations and developing and implementing solutions for improved service delivery outcomes.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

- 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:

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.

Selection Criteria:

1. Highly developed business and systems analysis skills, including demonstrated experience in analysing business processes and thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
2. Significant expertise in change management and benefits realisation together with high level skills and extensive experience in the analysis and implementation of business process improvements and change management.
3. High level interpersonal, communication, negotiation and conflict resolution skills and the demonstrated ability to identify and negotiate mutually acceptable solutions in situations of differing interest.
4. Well-developed written communication skills, including proven ability to produce accurate and meaningful documentation such as business requirements, functional specifications, flow charts, test scripts, project reports, manuals and presentations.
5. High level strategic, conceptual, analytical and creative skills, including an in-depth understanding of the political, social and organisational issues of a health services environment.
6. Demonstrated ability to work effectively both independently and as a member of a team to support the achievement of organisational objectives.

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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](#).