

## POSITION DESCRIPTION

### Automation Specialist





#### Position Purpose

To lead the expansion of Home@Scope's initial software robotics proof of concept into a first wave of Robotic Process Automation assisted processes using UIPATH.

You will be responsible managing the robot and process required to aid Home@Scope in billing the National Disability Insurance Scheme for services provided in our homes. You will also be responsible for reviewing processes and identifying opportunities for automation, for collaborating with the staff to design the solution, and for implementing the automation.

Lastly, you will be responsible for the transition from an attended robot to a queue based unattended robot to accommodate the expansion of our automation initiative and maximising the value derived from automation.

<b>Division:</b>	Home@Scope	<b>Reports to</b>	Senior Manager Business Performance & Operations
		<b>Direct Reports:</b>	
<b>Internal Relationships:</b>	Home@Scope Team	<b>External Relationships</b>	None
<b>Delegation of Authority</b>	[Level 6]	<b>Category</b>	Specialist
<b>Employment Contract</b>	FTC	<b>Award</b>	Above award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"><li>• support and listen to each person and their family.</li><li>• provide leadership to influence strategy and policy.</li><li>• deliver person driven, flexible &amp; responsive services to build a sustainable future.</li><li>• build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li></ul> <p>We will deliver better outcomes.</p>
Scope Approach	<div><div><p><b>see the person</b></p><p>.....</p><p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p></div><div><p><b>do it together</b></p><p>.....</p><p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p></div><div><p><b>do it right</b></p><p>.....</p><p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p></div><div><p><b>do it better</b></p><p>.....</p><p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p></div></div>

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Key Function	Key Accountabilities, Responsibilities & Deliverables
<b>Automation</b>	<ul style="list-style-type: none"> <li>Identifying and designing business processes for automation</li> <li>Setting up, testing, and monitoring automated workflows to ensure that business processes function at optimum efficiency without risk of error</li> <li>Monitoring and maintaining automation post-implementation and resolving any potential issues to ensure smooth business operations</li> <li>Producing process documentation in order to outline mistakes and successes and refine processes going forward</li> <li>Ensuring quality automation using Quality Assurance (QA) processes and prevent any potential bugs</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>Provide ongoing support and expertise to embed as 'the way we do things' and co-create with other teams</li> <li>Identify and plan for managing risks, resistance and other barriers associated with changes.</li> <li>Establish and track activities and outcomes to support progressive adoption of and delivery of benefits</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>Engage with relevant staff and managers to ensure the embedding and sustainability of process changes.</li> <li>Manage, track, and report on change requests and bug reports to accurately record the effort spent on maintaining a process</li> <li>Use recognised change practices to manage the potential impacts</li> <li>Consult and communicate appropriately and widely</li> </ul>
<b>Workplace &amp; Safety</b>	<ul style="list-style-type: none"> <li>Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.</li> <li>Ensure your behaviour does not discriminate, bully or harass.</li> <li>Participate in meetings, training and other OH&amp;S activities as required.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>Responsible for constructively and positively working alongside other people.</li> </ul>
<b>Skills, Knowledge, experience, qualifications and training</b>	<ul style="list-style-type: none"> <li>Minimum of 1 year experience in UIPATH robotics development.</li> <li>Experience in documenting and proposing process automation solutions.</li> <li>Demonstrated experience working with business users and subject matter experts to elicit and document requirements.</li> </ul>
<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>Well-developed analytical skills with a passion for solving complex business problems</li> <li>Creating enterprise or queue based Robotic Process Automation</li> <li>Experienced in the use and application of recognized project management methodologies.</li> <li>Presents information according to the needs of the audience from frontline operations to executives</li> </ul>

### Authorisation:

This Position Description has been reviewed and approved by the Business Process & Operations Manager.

People & Culture Authorisation

Job Evaluation Completed: \_\_\_\_\_ Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_