

Position Description



Our Values

We value life
We make every conversation count
We will find a better way, today
We make the complicated simple

Position Title	Business Solutions Consultant (WorkSafe)
Position Number	13865 TAC / 33162 WSV
Band / Job Group	WSV Band 10
Division	<p>IT Shared Solutions</p> <p>IT Shared Solutions (ITSS) is a collaborative division that delivers IT services across both the TAC and WorkSafe Victoria.</p> <p>The TAC pays benefits to people injured in transport accidents. Working closely with Victoria Police and Vic Roads, the TAC also develops campaigns that increase awareness of issues, change behaviour and reduce the incidence of road trauma. Our aim is to have zero deaths and serious injuries on our roads.</p> <p>WorkSafe Victoria plays a critical role in the lives of Victorian employers and workers - as the state's health and safety regulator and as the manager of Victoria's workers compensation scheme. In both capacities, employers and workers are at the heart of our service.</p> <p>Our aim is to keep all workplaces healthy and safe, and to deliver high quality care and treatment when workers are injured.</p>
Branch	Business Technology Partner
Location	Geelong
Reports To	Senior Manager Technology Business Partner (WorkSafe)
Number of Direct Reports	Nil.
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input type="checkbox"/> No
Financial Delegation	Nil.
Job Purpose	<p>Bridging business and IT, the engagement team within ITSS is required to build strong relationships with key business stakeholders; providing consulting and partnering to enable sustainable and effective business outcomes that align to the strategic direction of the TAC and WorkSafe.</p> <p>The purpose of the Business Solutions Consultant role is to work with business stakeholders to develop Business solutions which will support the strategic programme of work. This will involve interpreting strategic plans and taking ownership of the supporting set of initiatives while being accountable for suggesting ideas or options and leading the business in making informed decisions.</p> <p>The role works closely collaboratively with the engagement team, other areas of ITSS and the business and requires excellent communication skills.</p>

KEY ACCOUNTABILITIES

- Develop and manage collaborative working relationships with a large and diverse range of stakeholders across the business, understanding the strategic direction of the business in order to facilitate discussions about the most appropriate investment in technology as a key enabler of business outcomes.
- Involve business partners directly in demand management through teaching (re framing), tailoring IT capabilities to business goals and as appropriate, creating constructive tension / challenging the business for business objectives or outcomes (rather than a particular product or solution)
- Scope out new ideas with a focus on business outcomes so technical delivery teams/ architecture can recommend the solution options available to meet the business need
- Educate business partners about how to work with IT and set business partner expectations about IT opportunities and limitations whilst acting as a proactive sounding board for business partners sensing needs and problems in advance

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- Represent the business back into ITSS, providing feedback on the fit of IT solutions and being able to pitch the IT strategic direction to business partners
- Understand the key measures of business performance, business processes, people and the technology that drives business performance; comfortably talk about ROI, TCO for an idea whilst exploring and debating the value on all options with business partners, enable early transparency of TCO for new solutions
- Prepare high level estimates for new ideas in collaboration with the IT Planning function assuring alignment with business expectations and appetite for investment
- Partner with the senior executive to identify and recommend technology options to enhance the business capabilities and effectiveness of end users, ensuring that proposed solutions are properly understood and can be appropriately exploited
- Understand technology use in the industry and provide advice or proactively suggest new solutions
- Demonstrate an awareness of the balance between cost, risk and quality outcomes when engaging in conversations with stakeholders
- Respond to business queries about technology trends in collaboration with architecture, engage with providers to collect information and prepare quotes and responses
- Scope and quote new ideas and concepts with the business under the guidance of the Business Technology Partner, ensuring advice, quotes and recommendations align to the IT strategic direction and policies
- Support and backfill the Business Technology Partner as required at Business, IT and other stakeholder meetings
- Champion a customer service culture across ITSS, lead in the identification and implementation of initiatives to improve business outcomes through an enhanced focus and improved capabilities of ITSS team members.

Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC and WorkSafe Victoria are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

KEY SELECTION CRITERIA

Relevant Qualifications, Work Experience & Specialised Knowledge

1. 5+ years experience in service & customer facing roles, preferably at a senior level
2. Highly developed communication skills (verbal & written) and ability to work with a variety of senior stakeholders
3. Exceptional proven stakeholder management and interpersonal skills including coaching, facilitation, influencing, negotiation and liaison skills, and the ability to adapt these to a diverse range of stakeholders and contexts. Public speaking and presentation skills are critical.
4. Extensive experience and ability working collaboratively with stakeholders and customers at various levels in an organisation, including to senior stakeholders at Senior Manager and executive level
5. Exceptional customer service focus and an ability to work under pressure in a multifaceted technical environment. Demonstrated ability to manage complex issues utilising innovative approaches and best practice. Demonstrated ability to identify and implement best practice solutions in a dynamic operations environment.
6. Sound judgement as exercised in stakeholder meetings and when assessing the fit of technology to business problems
7. Demonstrated sound conceptual, judgement and analytical skills.



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8. IT experience in SDLCs, working with technical teams.

Capabilities

Adapt and Learn: Positively manages self and team during change, uncertainty and adversity, bouncing back after setbacks

Cultivate Partnerships: Communicates and presents complex and abstract ideas in a clear, succinct and understandable way, suitable to the audience

Deliver Outcomes: Demonstrates thoughtful consideration for balancing achievement of different goals when delivering results

Embrace Accountability: Confronts tough challenges quickly, confidently and directly and supports others to do the same

Empower Others: Challenges important issues constructively, provides rationale for own position and supports others when required

Exercise Judgement: Probe and look past symptoms to determine the underlying causes of problems and issues, recognising the links between interconnected issues within the team

Lead Transformation: Keeps abreast of trends or innovations that could improve work processes and quality of service

Shape Strategy and Direction: Sets work tasks that align with the operational goals, drawing links from these to strategic objectives for others

