**JOB DESCRIPTION**

# Business Systems Specialist - Seniors

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for overall governance, management and support for all Seniors Business Systems. This role will work in partnership with other parts of Seniors Directorate and Corporate Support Services to drive quality outcomes by maintaining the operational effectiveness of the Seniors business systems, monitoring system technology and maintenance and liaising with key business areas to identify areas for improvement, with responsibility for analysis, development and system optimisation to meet business requirements.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Practice Excellence team in the Ageing team through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Business Systems Specialist, your role specifically will:

**Practice Excellence:**

* Contribute towards the efficiency and effectiveness of the Practice Excellence team
* Lead or contribute as required to specific projects within the Strategic Plans
* Collaborate with colleagues to identify points of intersection, seek opportunities for synergy, remove duplication and simplify approaches for those responsible for delivering practice
* Use trends emerging from program outcomes data, reports and information to inform governance and practice reviews, improvements and changes.
* Consider and recommend system initiatives that support Uniting strategies and business outcomes
* Lead/facilitate/support improvement projects across Seniors portfolio
* Collaborate with Operations, Governance Risk and Quality and Research and Social Policy (RSP) teams to identify system requirements to support effective service delivery, clinical governance and research.
* Provide subject matter expertise to tenders and business development proposals.

**Operational processes:**

* Identify business system requirements for Seniors in consultation with relevant stakeholders and the system capabilities necessary to meet those requirements.
* Undertake detailed analysis of Seniors systems, information management and policy framework to inform and enable the effective delivery of efficient, high quality business systems that meets organisational needs
* Oversee the development, design, improvement and deployment of Seniors systems, incorporating business requirements, procedures, data collection/management and technology.
* Review systems specifications and make the required re-design modifications to meet the organisation’s service delivery needs.
* Develop and manage Seniors systems operational and upgrade schedules including process and accountabilities in line with statutory requirements and compliance reporting.
* Effective change control mechanisms and management strategies, impact assessments and processes are designed, implemented and monitored for systems effectiveness.
* Ensure system tasks are carried out in line with operational deadlines and appropriate change control.
* Oversee the identification, investigation and resolution of data anomalies, audit outcomes, and systems issues in consultation with the relevant operational, system and technical staff and identify recurring areas of support requests and develop strategies to address.
* Collaborate with relevant operational and training teams to identify areas of change or training needs and assist to address.
* Seniors system related support and operational reports are prepared as required.
* Project/task priorities are in line with stakeholder requirements and within the scope of project parameters.
* Participate and comply with all quality management systems and processes.

**Stakeholder management**

* Acts as a primary point of contact for the Seniors portfolio and management of business systems.
* Stakeholders interests are identified and relationships developed and maintained through the establishment of mutual understanding and effective change management strategies.
* Service expectations of stakeholders, including issues and risks are identified, communicated, resolved and managed effectively.
* Provide operational advice to key business, administration and operational areas to ensure entry and maintenance of data occurs in line with business, system and data governance requirements.
* Effective relationships with vendors are developed and managed to support the Seniors systems within the organisation.
* Represent and promote the development of Seniors systems and co-ordinate with other internal business units to ensure seamless, effective and efficient service to all stakeholders.
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

**Financial management:**

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines
* Projects are managed in line with scope, time and cost parameters as per approved business case or contracts.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:** Ageing

**You’ll report to:** Executive Manager Ageing Practice Excellence

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

Typically this role will require 5 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Demonstrated technical knowledge of client management systems and applications
* Proven ability to effectively identify, monitor and manage system changes and upgrades
* In depth knowledge of Aged Care sector and systems.
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged
* Skilled at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required

**Even better:**

* Post graduate qualification in a relevant field
* Project Management certification
* Experience in Lean methodologies and change management

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| **Employee Name:** |  | **Manager’s Name:**  **Title** | Insert manager’s name  Insert manager’s title |
| **Date:** | Insert date | **Date:** | Insert date |
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