

Eastern Health

POSITION DESCRIPTION

Position Title:	ICT Business Analyst (Contracts and Procurement)
Award Classification:	HS2 or by negotiation
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	ICT Portfolio & Governance Manager

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The ICT Business Analyst (Contract and Procurement) plays a key role in Eastern Health's ICT Department, assisting with the provisioning and contract administration processes. Provisioning includes the enablement of IT goods and services procurement by negotiating, creating and maintaining purchase catalogues. Contract administration includes activities associated with existing and new contracts in line with Eastern Health's Contract Management and Delegation of Authority Policies.

As a Business Analyst, the role will work with IT project teams and business clients to collect, clarify, and translate business requirements into documentation and conceptual design from which applications and solutions are developed. The business analyst is an active thought partner and application visionary who will assist to shape technology demand among the business community.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Contracts and Procurement

- Prepare and assist with contract and tender management processes, evaluations and implementation plans whilst working with relevant areas being clinical or non-clinical in the establishment of tenders and ensuring they are fair, transparent, and compliant with policies and guidelines required by Eastern Health.
- Contract administration and analysis activities including managing the contract register, investigation of contract adjustments, pricing reviews and general contract administration activities.
- Work with Legal, Supply and Finance teams to achieve quality outcomes.
- Participate in maintaining and building effective relationships with suppliers.
- Monitor telecommunication service charge trends and usage anomalies.
- Quarterly review of mobile phones plans and adjust plans in accordance with usage.
- Prompt and effective resolution of billing, receipt and orders related issues.
- Assist with the management of major vendors including Optus, Telstra, Lexmark and NTT.
- Assist with all stages of the procurement process.
- Coordinate the contracts and procurement process for ICT contracts.
- Provide contract-related issue resolution, both internally and externally.
- Ensure the organization's internal contract documents are accurate and well maintained in the contract register
- Meet with internal and external customers to discuss both contract-related and business-related matters.
- Participate in Supplier performance reviews and store documents.
- Manage telephony audit compliance reviews with Suppliers.
- Providing reports, analysis and recommendations as needed, when requested by EH business units
- Assist with the budgeting process and financial analysis.
- Update the activity tracking document at milestones.
- Assist with model transitions for equipment provided by suppliers.
- Provide quotes in a timely manner.
- Develop and foster good business relations with internal customers and suppliers.
- Communicate effectively and in a professional manner with internal and external stakeholders, including suppliers.
- Promote compliance with Eastern Health's Procurement and Contract Management and Delegation of Authority Policies.
- Identify and suggest improvements to contract management processes and systems. Facilitate workshops and meetings with decision makers, systems owners, and end users.
- Define and document clinical, operational, and financial objectives and requirements.
- Work with product and industry subject matter experts to understand and propose new business processes
- Lead design sessions to develop future state business processes and information flows.
- Document current and future state processes to inform the development of business cases and scope document business requirements specifications.
- Facilitate cyber security assessments for new contracts and proposals
- Participate in functional, user experience and user acceptance testing as required.
- Contribute to continuous improvement initiatives to improve business processes.

- Assist Project Managers to ensure project scope and priorities are managed.
- Assist with projects from the initial engagement to project completion

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical, and timely education should direct, facilitate, enhance, and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards, and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate

discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- At least 2 years' experience as a business analyst with demonstrable experience and knowledge
- Tertiary qualifications in a technology related field
- A high level of accuracy and attention to detail is a must.
- Good levels of commercial awareness, organisational skills, and the ability to multitask across several projects.
- A high level of problem-solving abilities.
- Motivated to produce quality outcomes and meet deadlines.
- Ability to communicate clearly and build effective relationships with internal and external stakeholders with strong communication skills (written and verbal)
- Intermediate proficiency with MS Office suite such as Excel, Word and Outlook.
- A positive approach to change.
- Ability to analyse financial information and produce accurate reports.
- Capable of professionally managing confidential information.
- Experience and knowledge documenting business processes and business requirements, use cases, user stories,
- High level understanding of Stakeholders engagement and change management within the organisation
- Highly developed work organisation skills with the capacity to prioritise competing demands
- Ability to assimilate and process large volumes of information in a complex environment and translate it into cogent designs and plans for future state systems and workflows.

Desirable

- A qualification or prior course participation in contract management or a related discipline would be highly regarded.
- Some training and an understanding of probity in relation to contract management.
- Previous purchasing and procurement experience.
- Some understanding of contract related legal terminology.
- Intermediate level of understanding of the IT industry and how IT departments work.
- Familiarity with FMIS Oracle applications.
- Previous experience working in a health environment
- An understanding or experience in project management or Agile BA methodologies
- Experience writing User Stories with Acceptance Criteria for Testing
- An understanding or experience in software development methodologies and API integration

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au