

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Testing & Training Analyst, Enable Program
<b>Award Classification:</b>	Administrative Officer
<b>Award / Agreement Name:</b>	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2022-2025)
<b>Position Reports to:</b>	Project/Change Manager, Enable Program

### EASTERN HEALTH – HEALTHIER TOGETHER

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 state-wide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



## **POSITION PURPOSE**

Eastern Health's People & Culture Directorate is currently in the process of upgrading its Payroll systems from **SAP Payroll** to **Success Factors Employee Central Payroll**

This scope of work is being managed by the Enable Program.

The Testing & Training Analyst will report to the Project/Change Manager. They will play a crucial role in the ECP Payroll system replacement project by:

- engage in project system testing activities, as required, including designing test plans and test cases, and executing testing
- developing and maintaining comprehensive documentation of testing progress, status, defects and outcomes to input into project reporting and effectively communicate testing progress, issues, and results to project team.
- acting as the subject matter expert in current Eastern Health HR systems and associated ways of working
- creating and delivering training guides and programs to end users and stakeholders.

This position requires a deep understanding of Payroll and HR systems and the ability to effectively communicate complex concepts in a clear and engaging manner.

The Testing & Training Analyst is responsible for:

- Developing test plans, test cases and ways to track the overall status of testing with a particular focus on end to end business processes and how these will work
- assisting with supporting SME's and business team members, as required across all program streams, who are involved in testing to understand relevant systems and be able to execute a test case, including the outcome of the test case.
- playing their part in executing the change management strategy
- supporting successful delivery of the Payroll system replacement project, in line with the project plan and in collaboration with the Project/change manager, Business analyst/Delivery Lead, Senior Project Analyst and SME's
- building strong working relationships with project team members and relevant internal customers

## **MAJOR DUTIES AND/OR RESPONSIBILITIES**

1. Understand the business objectives and benefits the Enable Program will deliver, and provide HR systems business knowledge, testing and training expertise to minimise the change impact and maximise the benefit realisation.
2. Provide input into the development of 'as is' and 'to be' business process mapping.
3. Test the system, confirming it is fit for purpose, i.e. in line with requirements and 'to be' business processes.
4. Support the set up and management of test plans as required, including test status reporting
5. Development of project training plans, including training needs analysis.
6. Development of training materials and support materials, such as user guides, quick reference guides and any other required materials.

7. Review and signoff that the content in the training and support materials is fit for purpose.
8. Support the identification of change impacts and the best action to address those impacts.
9. Support the development and implementation of the communications plan, as required.
10. Conduct briefing sessions and training sessions for end users, both in-person and remotely, as required, to facilitate the transfer of new systems knowledge and skills.
11. Engage with stakeholders in line with the stakeholder engagement plan, as required.
12. Work collaboratively with other change team and project team roles, providing advice and guidance as appropriate, and sharing knowledge and information to upskill other team members.

## **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 Compensations (WIRC) Act 2013.

## **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.

## **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.

#### **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.

#### **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.

#### **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.

#### **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.

#### **ATTACHMENTS**

Attachment 1: Key Selection Criteria

**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

<b>Position Title:</b>	Testing & Training Analyst, Enable Program
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### KEY SELECTION CRITERIA

- Sound understanding of Eastern Health HR business processes and systems
- Proven ability to quickly learn and understand complex subject matter
- Ability to follow test plans and sign off on and/or identify issues with system functionality
- Experience delivering facilitated training and information sessions, both virtual and face-to-face
- Ability to handle multiple projects simultaneously
- Strong communication skills – both written and verbal, including sound active listening skills
- Ability to establish and maintain sound relationships
- Flexible and adaptable; able to work in ambiguous situations
- Resilient and tenacious with a propensity to persevere
- A team player able to work collaboratively with and through others
- An understanding of organisational issues and challenges

### Essential

- Experience in a comparable project or health environment.
- Experience working in a complex IT project environment.
- Proven ability to develop and maintain relationships, both with internal and external stakeholders

## **Desirable**

- Knowledge of people and culture functional areas
- Knowledge of payroll functions managed through SAP, which will be transitioned to SAP SuccessFactors ECP
- Knowledge of rostering and/or people management system functionality
- Relevant technical writing or process mapping qualifications, or equivalent experience.
- Experience with Eastern Health or other health networks
- A current driver's license

## **Aboriginal & Torres Strait Islander candidates**

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. 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 that foster belonging and access to diverse experiences and career pathways.

If you need 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](mailto:Aboriginal.Workforce@easternhealth.org.au)**