

Position Description

Position Title	Content Systems and Business Analyst
Position Number	30101227
Division	Innovation & Digital Services
Department	Architecture and Applications
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 5
Classification Code	HS5 – HS33
Reports to	Manager, Application Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Innovation & Digital Services Division

The Innovation and Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support the division encompasses Research and Development, Innovation, ePR project, Project Management Office, Clinical Analytics and associated resources including the Chief Clinical Information Officers.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. Critical to this is the successful implementation of an ePR in the acute setting and the development of innovative ways to use the data this will create. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

The Architecture and Applications Team

The Architecture and Applications team manage the implementation, consolidation, integration and development of corporate and clinical information systems at Bendigo Health. The team is responsible for the development, maintenance and availability of applications within Bendigo Health. The team is split into three functional areas. Two areas focus on delivery of services and products (applications) to their users. The third, focuses on the overall effective management of the BHCG portfolio of applications (software), understanding what we have, why and for whom.

Loddon Mallee Shared Services

The Loddon Mallee Shared Services (LMSS) model provides for a single Regional Chief Information Officer who oversees delivery of the core and non-core services to all members of the Loddon Mallee Rural Health Alliance (LMRHA). The services delivered by the LMSS enable a supported delivery of core services to all Agencies within the region, and access to non-core services as required, whilst leveraging its position to engage services to support all Agencies.

The Position

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The Content Platform Business & System Analyst plays a critical role in identifying, analysing, and translating business needs into actionable technical solutions. This position involves evaluating business processes, systems, and structures to determine how content platform technology or alternative solutions can add value. The analyst collaborates with stakeholders to gather requirements, ensuring they are clearly documented and effectively communicated to technical teams. Additionally, they oversee the project and development lifecycle, coordinating resources and ensuring successful implementation. Governance structures are established and refined to align with evolving technology trends, architectural principles, and business priorities, ensuring long-term efficiency and scalability.

Although Bendigo Health supports the concept of work / life balance, this role is expected to have a willingness and ability to occasionally work non-standard business hours and travel as required by the position.

Responsibilities and Accountabilities

Key Responsibilities

- Requirements gathering and business process mapping
- Define and design technical solutions to meet business needs
- Manage and monitor multiple concurrent project and development activities
- Resource planning and balancing workloads
- Create and liaise with Key Stakeholder working groups
- Prepare technical and project related documentation
- Design and develop UI mock-ups and prototypes that clearly illustrate how sites function and look like
- Conduct comprehensive research & analysis
- Work with developers and technical team to translate requirements and design solution.
- Ensure design solution aligns with BH Architecture principles, approved corporate style guidelines, Governance Structure, Accreditation, and Australian Health Standards.
- Conducting regular reviews of systems to optimise efficiency, improve functionality where necessary and to ensure they continue to meet business needs.
- Oversee testing for new / enhanced functionality and detect defect fixes.
- Participating in the change management process
- Staying up to date with software changes / Government requirements and technology trends
- Implement and where possible standardise processes to improve the efficiency and effectiveness of administration services
- Operate within a framework of accreditation, best practice and quality improvement

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Key Selection Criteria

Essential

1. Tertiary qualification or certificate in Information Technology, Business or other relevant discipline or a minimum of 3 years industry experience
2. Extensive experience in a business/system analyst role, including expertise in analytical tools and problem-solving strategies, combined with specialised knowledge and experience in Content Platforms and management tools such as SharePoint.

Desirable

3. Strong strategic skills in translating business needs into software requirements, combined with expertise in communication, negotiation, stakeholder engagement, and collaboration.
4. Specialised knowledge in public health sector, Government standards and various Government Reporting requirements
5. Ability to work independently and as part of a team, displaying time management and exceptional organisational skills to prioritise competing requests
6. Demonstrated ability in preparing technical and project-related documentation, including the creation of process maps using tools such as MS Visio

7. Sound knowledge of project management and development life cycle processes

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.