

POSITION DESCRIPTION

1. Role Summary

Position Title	Business Analyst
Project	Rostering Project
Department	Digital Innovation (DI) – Project Delivery and Transformation
Hiring Organisation	The Royal Women's Hospital
Reports to	Program Manager
Accountable to	Program Manager for project delivery and role-specific deliverables
Primary Location	The Royal Melbourne Hospital, 635 Elizabeth Street, Melbourne, VIC 3000
Work Arrangement	Hybrid arrangement, with attendance at project and implementation sites as required
Employment Type	Fixed-term, full-time appointment
Classification	Administrative Officer Grade 7 (AO7)

2. Organisation and Department Overview

The Royal Melbourne Hospital (RMH) is one of Victoria's largest tertiary health services, providing world-class medical, surgical, and mental health programs. Supported by over 12,000 staff, RMH is a designated trauma centre and a leader in neurosciences, nephrology, oncology, cardiology, and virtual health.

Digital Innovation (DI) provides a unified ICT capability across the Parkville Local Health Service Network and supports Peter MacCallum Cancer Centre (PMCC), The Royal Melbourne Hospital (RMH), and The Royal Women's Hospital (RWH) by delivering shared digital infrastructure, systems, and innovation services critical to their clinical and operational performance.

Hosted by RWH, DI supports over 19,000 staff across the health services, highlighting its essential role in enabling safe, reliable, and connected care across the precinct. In addition, DI provides services under Service Level Agreements to the Parkville Youth Mental Health and Wellbeing Service (PYMHWS) and limited legacy support to other health services.

3. Project Overview

The Rostering Project is a complex workforce transformation initiative focused on modernising rostering, scheduling, leave management, temporary staffing, and agency workforce management across all workforce cohorts and hospital sites within RMH. The project is led by Digital Innovation in close partnership with RMH business, workforce, payroll, operational, and enabling services.

The project is implementing the RLDatix rostering platform, including Optima as the core workforce management and rostering solution, Loop as the end-user rostering and self-service interface, and BankStaff for vacancy management and agency workforce management.

Delivery follows a phased roadmap spanning initiation, analysis and design, build and configuration, progressive testing and validation, verification and parallel pay testing, staggered deployment, hypercare,

transition, and optimisation. Delivery is organised through four integrated project streams - Control, Technology, System, and Adoption - with testing, assurance, and readiness treated as lifecycle disciplines that commence during analysis and build rather than only at formal deployment.

The rostering suite will integrate with key organisational platforms, including Payroll (SAP ECP), HRIS (SAP SuccessFactors EC), EMR (Epic), health information systems, business intelligence platforms (Power BI), biometric and time capture solutions, test automation platforms (UiPath), and other enterprise applications, where in scope.

The project requires disciplined cross-functional collaboration to deliver safe, compliant, payroll-ready, technically reliable, operationally practical, and sustainable outcomes. Controlled cross-health-service collaboration may also be required where system configuration, technical integration, payroll, testing, deployment, or transition dependencies intersect with other health services. Such collaboration is undertaken through agreed governance, scope, priorities, decision rights, and resource arrangements and does not alter accountability for RMH project outcomes.

4. Position Overview – Business Analyst

The Business Analyst operates within the Technology Stream and is responsible for structured business discovery, process analysis, requirements elicitation, business-rule clarification, acceptance criteria, and end-to-end requirements traceability for the RMH Rostering Project.

Although positioned within the Technology Stream, the role works horizontally across Control, Technology, System, and Adoption and remains responsible for business and operational analysis rather than solely technical requirements. It ensures clinical, medical, operational, administrative, workforce, payroll, rostering, reporting, data, testing, training, readiness, and transition needs are clearly understood, documented, validated, and traceable.

The Business Analyst leads detailed current-state analysis, future-state process mapping, requirements workshops, playbacks, validation, decision capture, and acceptance-criteria development. The Technical and Integration Lead provides functional stream leadership; specialist roles remain accountable for technical design, system configuration, payroll and industrial interpretation, testing management, change, training, and domain acceptance.

Success in this role requires advanced business-analysis and process-design capability, workshop facilitation, documentation discipline, critical thinking, stakeholder engagement, and the ability to convert complex operational needs into clear, validated, traceable, and implementable requirements.

5. Role Key Accountabilities and Responsibilities

5.1. Delivery, Outputs, and Outcomes: Accountable for delivering validated business requirements, process designs, business rules, acceptance criteria, and analysis outputs that support practical, compliant, and testable implementation outcomes.

- Undertake structured business discovery, current-state analysis, future-state process design, requirements elicitation, playback, and validation across RMH workforce cohorts and operational areas.
- Develop and maintain process maps, business requirements, business rules, acceptance criteria, workshop outputs, decision records, assumptions, and operational design artefacts.
- Translate approved business needs into configuration inputs, technical and integration requirements, data and reporting needs, test scenarios, training inputs, change impacts, readiness actions, and implementation considerations.
- Support the Technical and Integration Lead, System Lead, Project Lead, Reporting and Analytics Developer, and other domain specialists with clear, validated business inputs.

- Ensure future-state rostering, leave, vacancy, temporary staffing, payroll-related, reporting, and supporting operational processes are practical, understood, and aligned with approved project outcomes.

5.2. Planning, Governance, and Controls: Accountable for maintaining business-analysis plans, requirements governance, process controls, traceability, dependencies, decisions, and artefacts required for coordinated delivery.

- Develop and maintain the business-analysis plan, workshop schedule, requirements backlog, process-design workplan, validation plan, decision log, and analysis deliverables.
- Maintain traceability from stakeholder need and workshop outcome through requirement, business rule, process decision, configuration or technical response, test coverage, evidence, training, readiness, and acceptance.
- Ensure requirements, assumptions, constraints, variations, decisions, dependencies, acceptance criteria, and open items are captured and governed in agreed repositories.
- Align business-analysis activity with the Project Master Schedule, system design and configuration, technical delivery, reporting development, test cycles, training, deployment, and transition milestones.
- Identify and escalate scope impacts, unresolved requirements, process conflicts, validation delays, decision gaps, or stakeholder-capacity constraints that may affect delivery.

5.3. Engagement, Coordination, and Reporting: Accountable for leading structured analysis engagement and maintaining aligned, transparent, and decision-ready coordination across business, project, technical, system, vendor, and operational stakeholders.

- Plan and facilitate interviews, process walkthroughs, discovery sessions, requirements workshops, design playbacks, validation reviews, and decision discussions.
- Build productive relationships with clinical, medical, operational, workforce, payroll, rostering, finance, People and Culture, digital, reporting, change, training, and support stakeholders.
- Coordinate business review and validation of process designs, requirements, reporting needs, data needs, configuration inputs, technical requirements, and acceptance criteria.
- Provide clear analysis status, decisions, issues, dependencies, recommendations, and escalation inputs to the Technical and Integration Lead, Project Lead, Project Manager, and relevant governance forums.
- Facilitate resolution of complex or conflicting requirements through evidence, options analysis, impact assessment, constructive challenge, negotiation, and escalation.

5.4. Quality, Risk, and Assurance: Accountable for ensuring business requirements, process designs, business rules, decisions, acceptance criteria, and traceability evidence are accurate, complete, consistent, and fit for purpose.

- Establish and apply quality standards for requirements, process maps, workshop records, business rules, acceptance criteria, decision records, and traceability artefacts.
- Validate that business and process outputs reflect operational realities, industrial and payroll considerations, solution constraints, reporting needs, technical dependencies, and future support requirements.
- Work with the Project Lead to ensure requirements and acceptance criteria are sufficiently clear and traceable to support effective test design, execution, defect analysis, and business acceptance.
- Identify process, requirements, scope, ownership, compliance, stakeholder, and readiness risks and ensure practical actions and accountable owners are established.
- Constructively challenge unclear requirements, unsupported assumptions, inconsistent practices, incomplete documentation, and proposed approaches that may compromise outcomes.

5.5. Readiness, Transition, and Capability: Accountable for ensuring future-state processes, role impacts, operational ownership, guidance, and analysis knowledge are transferred into implementation and business-as-usual arrangements.

- Identify workflow, role, policy, procedure, support, training, communications, reporting, and operational-readiness impacts arising from future-state processes and solution decisions.
- Provide clear process and requirements inputs to change-impact assessments, communications, learning materials, test scenarios, implementation plans, readiness evidence, and support documentation.
- Work with Rostering Implementation & Adoption Officers, managers, subject matter experts, and future owners to confirm practical application of future-state processes and identify gaps.
- Ensure process documentation, business rules, decisions, acceptance criteria, traceability, ownership, outstanding actions, and operational guidance are available for go-live, hypercare, and handover.
- Promote process standardisation, reusable analysis artefacts, knowledge transfer, benefits realisation, optimisation, and continuous improvement.

6. Role Key Relationships

- **Executive, Governance, and Enabling Services**

RMH Executive Sponsor and Project Sponsors; relevant RMH executive directors and business owners; Digital Innovation leadership; project governance and assurance forums; and relevant finance, procurement, People and Culture, legal, privacy, cybersecurity, enterprise architecture, service management, risk, and audit representatives.

- **Project Leadership and Delivery Team**

Program Manager; Change Manager; Project Manager; Project Lead; Project Coordinator; Technical and Integration Lead; Reporting and Analytics Developer; System Lead; Rostering Lead; Payroll Specialist; Industrial Relations Specialist; Change and Communications Lead; Training and Documentation Lead; Rostering Implementation & Adoption Officers.

- **Business, Operational, and Workforce Stakeholders**

Clinical, medical, nursing, allied health, administrative, workforce, rostering, payroll, finance, People and Culture, operational, reporting, digital, Service Desk, and support stakeholders; managers, roster managers, approvers, subject matter experts, users, employee representatives, and future business, system, process, data, reporting, and support owners.

- **Vendors, Service Providers, and Cross-Health-Service Collaborators**

RLDatix project, product, implementation, configuration, technical, testing, reporting, training, support, and escalation teams; integration, automation, implementation, and managed-service partners; shared service providers; and counterpart project or domain teams from other health services where agreed cross-health-service dependencies require coordination.

- **Government, Sector, and External Assurance Stakeholders**

Victorian Department of Health; whole-of-government and sector representatives; regulatory, workforce, employee, and industrial bodies; unions; external consultants and advisers; auditors and assurance providers; and specialist professional services, as required.

7. Role Key Selection Criteria

Essential

- Demonstrated experience delivering business analysis, process design, requirements management, or business transformation within complex enterprise system or digital implementation environments.

- Demonstrated experience planning, facilitating, documenting, and validating workshops with business representatives, subject matter experts, vendors, technical teams, and delivery partners.
- Demonstrated ability to elicit, analyse, document, validate, prioritise, and manage business and operational requirements, business rules, acceptance criteria, assumptions, and decisions.
- Demonstrated capability in current-state and future-state process mapping, gap analysis, options analysis, process standardisation, and operational design.
- Demonstrated experience maintaining end-to-end requirements traceability into configuration, technical delivery, reporting, testing, training, readiness, and acceptance.
- Strong analytical, critical-thinking, problem-solving, facilitation, writing, documentation, and stakeholder-engagement skills.
- Demonstrated ability to work horizontally across technical, system, payroll, rostering, change, training, reporting, and operational domains without assuming specialist accountability.
- Strong attention to detail and ability to manage multiple requirements, decisions, dependencies, and stakeholder inputs in a controlled project environment.

Desirable

- Relevant tertiary qualification in business analysis, business, healthcare, information technology, process improvement, workforce management, or a related discipline, or equivalent demonstrated experience.
- Formal business-analysis, process-improvement, Agile, Lean, BPMN, or related certification.
- Experience working within Victorian public health or a similarly complex public-sector healthcare environment.
- Experience with enterprise rostering, workforce management, payroll, HRIS, ERP, or digital health implementations.

8. Role Key Measures of Success

Performance and success in this role will be assessed based on the following outcomes and measures:

- Business requirements, process maps, business rules, acceptance criteria, assumptions, and decisions are clear, validated, current, and traceable.
- Business and operational needs are translated into usable inputs for technology, system configuration, reporting, testing, change, training, and implementation.
- Requirements and acceptance criteria support effective test design, defect analysis, business validation, and authorised acceptance.
- Stakeholder workshops and playbacks are well prepared, inclusive, evidence-based, and produce clear decisions and actions.
- Requirement conflicts, scope impacts, variations, gaps, and decision needs are identified and escalated early.
- The Business Analyst maintains a business and operational perspective while working effectively within the Technology Stream.
- Future-state processes are practical, standardised where appropriate, and aligned with payroll integrity, industrial obligations, operational continuity, and user needs.
- Analysis artefacts remain controlled, auditable, reusable, and suitable for implementation, training, support, and BAU handover.
- The role contributes to reduced rework, improved decision quality, clear business acceptance, and sustainable future-state operations.

9. Role Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
Standing- remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Frequent
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	Not Applicable
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Not Applicable
Reaching – arm fully extended forward or raised above shoulder	Not Applicable
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged/Constant
– Gripping, holding, twisting, clasping with fingers / hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Prolonged/Constant
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Not Applicable
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks / demands as above

Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

10. Employee Accountabilities and Responsibilities

- Be aware of and work in accordance with Hospital policies and procedures, as amended from time to time, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. Expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.
- As a consequence, all staff are responsible and accountable to ensure that (within their area of work):
 - Data recording and reporting is timely, accurate (i.e. error free) and fit for purpose.
 - Data management system policies and control processes are complied with on all occasions.
 - Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details to undertake a national Police check.
- Expect staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

11. Employee Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

12. Vaccination requirements

- As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

13. Declaration

I have read, understood and agree to abide by accountabilities and responsibilities outlined in this position description.

Applicant/Employee Name:

Applicant/Employee Signature:

Date: